Berlitz ENGLISH

English
Português
Français
Español
Deutsch
日本語

Instructions

Minimum Operating Requirements:

Adobe Acrobat Reader version 9.0 or later
(Click to download Acrobat Reader)

Digital Edition Features:

- You can save any work you do directly in the file.
- Link to any chapter or section of the book from the Table of Contents.
- Click any audio icon to play, pause, or stop an audio track.
- Use Adobe Reader tools to highlight information or make notes.

Exercise questions can usually be answered by:
- typing a response into an empty text field
- or by clicking a button or box

Use links in homework exercises to check your answers; then click the appropriate link to return to the homework exercise.

Berlitz ENGLISH

Language for life.

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Berlitz

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Berlitz Languages, Inc.
Princeton, NJ
USA

Welcome to

BerlitzENGLISH!

BerlitzEnglish is the fastest, the most practical, and the most enjoyable way to learn English.

To get the most out of your English program, you should …

- go to all your scheduled classes
- do all practice assignments
- review each chapter after class
- preview each chapter before class
- practice speaking English anytime you can
- visit English websites to learn more about chapter topics
- read English magazines, books, and newspapers
- watch videos, and TV programs in English
- try to speak and learn more English every day!

If there is anything we can do to make your learning more successful and enjoyable, please let us know. We'll do everything we can to help you reach your goals.

Good luck with your English studies!

The Berlitz Team

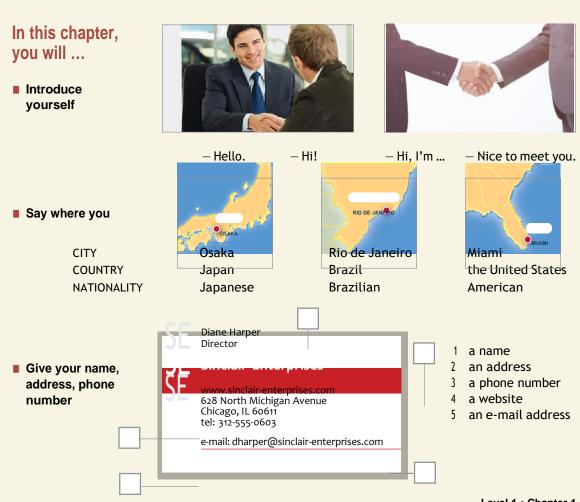
Table of Contents

Chapter 1

Nice to meet you!

Topics	Speaking Goals	Grammar
Introductions and greetings	Introduce yourself	*I am … / You are …*
Countries and nationalities	Say where you are from	*Are you …? / Am I …?*
Numbers 0-10	Give your name, address, phone number	*yes / no*
Alphabet and spelling	Check names and numbers	*What's your name?*

In this chapter, you will …

- **Introduce yourself**
- **Say where you**
- **Give your name, address, phone number**

Introduce yourself and say where you are from

1 Nice to meet you

– Hello. I'm Tina Lee.
– I'm Andy Cooper.
Nice to meet you, Tina.
– Nice to meet you, too.

– Are you Richard Clark?
– Yes, I am.
– Hi. I'm Alice Morton.
Nice to meet you.

– Excuse me. Are you Amy?
– No, I'm not. I'm Jill.
– Oh, sorry.

– Are you ...?
– Yes, I am.
No, I'm not.

– Am I ...?
– Yes, you are.
No, you're not.

Tip!

I am □ I'm
you are □ you're

2 Where are you from?

– Where are you from, Mr. Peña?
– I'm from Mexico.
– Are you from Mexico City?
– No, I'm from Monterrey.

– What country are you from?
– I'm from the United States.
– What city are you from?
– I'm from Los Angeles.

3 What nationality are you?

COUNTRY	NATIONALITY	COUNTRY	NATIONALITY	COUNTRY	NATIONALITY
Canada	Canadian	Japan			
China	Chinese	Mexico			
France	French	Spain			
Germany	German	the U.K.			
India	Indian	the U.S.			

Give your name

4 **What's your name?**

I'm Mark Harris.
My name is Mark Harris.

My first name is Mark.
My last name is Harris.

– Is your name ...?
– Yes, it is. / No, it's not.

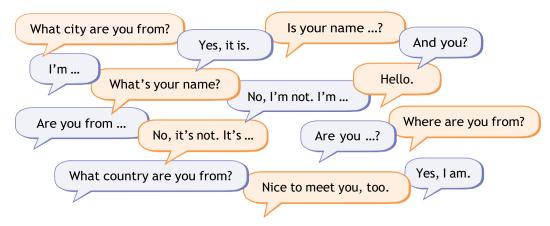
– What's your name?
– It's ...

– Is your name Lisa Parker?
– No, it's not.
– What's your name?
– It's Lisa Baker.

– Is your first name Tom?
– No, it's not.
– What's your first name?
– It's Harry.

– Is your last name Miller?
– No, it's not.
– What's your last name?
– It's Milton.

5 **Hello, it's nice to meet you!** (Track 1)

– Hello. (1) ________ Kevin Davis.
– (2) ________ Patricia Jackson. Nice to meet you.
– Nice to meet you, too, (3) ________ Jackson.
– (4) ________ you from?
– I'm from Boston. (5) ________ ?
– I'm from (6) ________ .

6 **What number is this?**

0 zero **1** one **2** two **3** three **4** four **5** five

6 six **7** seven **8** eight **9** nine **10** ten

Give your phone number

7 **Please leave your name and number** (Tracks 2-3)

MESSAGE 1

name Charles Brady

telephone number

Hi. This is Susan. Please leave your name and number. Thanks.

a voice-mail message

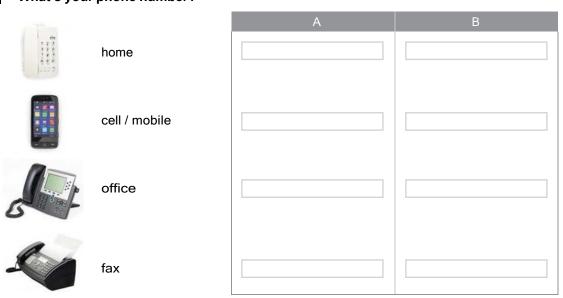
MESSAGE 2

name Mr. Tanaka, GenTek

telephone number

Hi, Susan. This is Jun. Please call me back. My number is 555-2390. Bye!

a phone message

8 **What's your phone number?**

9 **The alphabet**

a	b	c	d	e	f	g	h	i	j	k	l	m
n	o	p	q	r	s	t	u	v	w	x	y	z

Give your address

10 What's your address?

11 What's your e-mail address?

SCAMPOS@STERLING.NET — at, dot

CHARLES_B@ESI.CO.UK — underscore

OROURKE@IRISH-MUSIC.ORG — dash / hyphen

Contact Information

Title	
First Name	
Last Name	
Street Address	
City	
State / Territory	
Zip / Postal code	
Country	
Phone	
E–mail	

What's your name, please?
My name is …

What's your address?
My address is …

12 How do you spell that?

– What is your name, please?
– Patrick Gilmore.
– Is that G-I-L-L-M-O-R-E?
– No, it's G-I-L-M-O-R-E.
– Thank you. And what is your phone number?
– It's 312-555-8743, extension 922.
– 312-555-8743, extension 922?
– Yes, that's right.

Is Jackson your first or last name?

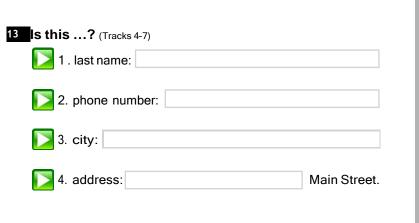
– What's your last name?
– Chesterfield.
– How do y
– C-H-E-S-T

13 Is this …? (Tracks 4-7)

1 . last name: ______

2. phone number: ______

3. city: ______

4. address: ______ Main Street.

Chapter Summary

Vocabulary & Expressions

yes
no
I
you
it
my
your
a, an
city
country
nationality
name
or

first / last name
Mr. / Mrs. / Ms.
number
phone number
phone message
home phone
cell / mobile phone
office phone
fax
letter *(alphabet)*
address
e-mail
too

Hello.
Hi.
My name is …
Nice to meet you.
Excuse me.
Sorry.
please
Please leave your name and number.
This is …
wrong number

Grammar

• **I am … / You are … / Are you …?**
I am Ann. □ I'm Ann.
You are Jane. □ You're Jane.
– Are you Ann?
– No, I'm not. I'm Jane.
– Are you American or Canadian?
– I'm Canadian.

• **What country are you from?**
– Are you from Canada?
– No, I'm not.
– What country are you from?
– I'm from the United States.

• **Where are you from?**
– Are you from Germany?
– No, I'm not.
– Where are you from?
– I'm from Italy, from Rome.

• **My name is … What's your name?**
– My name is Ann. What's your name?
– It's Michael.
– Nice to meet you, Michael. How do you spell that?
– M - I - C - H - A - E - L.

• **What city are you from?**
– Are you from New York?
– No, I'm not.
– What city are you from?
– I'm from Chicago.

• **What nationality are you?**
– Are you Mexican?
– No, I'm not.
– What nationality are you?
– I'm Colombian.

• **a / an**
a business card   a city   a country   a name   a phone number   a website
an address   an extension   an e-mail address   an office phone number

Use Your English!

• Look at a world map. Make a list of country names in English. Write the nationality next to each country.
• Look at a telephone book, an address book, or business cards. Say and spell the names. Say the phone numbers. Say your name, address, and phone numbers.
• Write an English message for your cell phone or voice-mail. Record it.

Answer Key

Reading: Meet Jack Kent

Hello. My name is Jack Kent. I'm in Auckland, New Zealand. I'm not from New Zealand. I'm American. I'm from Dallas, Texas.

My address in Auckland is 90 Federal Street, Auckland 2148, New Zealand. My telephone number is 64 9 363 0055, extension 220.

My address in Dallas is 1179 Nelson Drive, Irving, Texas 75038, USA. My telephone number is 214-555-7413.

Complete the sentences

1 . Jack Kent is_____.
a. American b. New Zealand c. Australian

2. Jack Kent is from_____.
a. Auckland b. Dallas c. Sydney

3. 220 is_____.
a. a phone number b. an address c. an extension

4. 1179 Nelson Drive is_____.
a. a city in the U.S. b. an address c. in New Zealand

Writing: Write about yourself

Hello. My name is .

I'm from . I'm .

My address is .

My e-mail address is . My telephone number is .

I'd like you to meet my friend Alan

Topics	Speaking Goals	Grammar
Personal descriptions	Introduce others	*He / She is …, We / You / They are …*
Colors (hair and eyes)	Describe people	*have / has*
Personal details	Ask for and give personal details	*his, her, its, our, your, their*
Numbers 11-100		*and, but*
		Plurals: *children, people, -s, -ies*

In this chapter, you will …

- **Introduce others**

This is Roger.
He's from England.

This is Isabel.
She's from Mexico City.

This is Mr. and Mrs. Cook.
They're from Australia.

- **Describe people**

husband
wife

son
daughter

- **Ask for and give personal details**

This is Lisa Evans.
She is 30 years old.
She has blond hair.
Her eyes are blue.

Introduce others

1 I'd like you to meet …

– Frank, this is Teresa Neal. Teresa, this is Frank.
– Hi, Teresa. It's nice to meet you.

– Mr. Li, I'd like you to meet Jim Martin.
– Pleased to meet you, Jim.
– Nice to meet you, Mr. Li.

– This is Jim and Lisa Baker. They're from Nevada.
– Are you from Las Vegas?
– No, we're from Reno.

2 We're from Mexico

– Is she …? – Yes, she is. No, she's not.	– Is he …? – Yes, he is. No, he's not.	– Is it …? – Yes, it is. No, it's not.
she is □ she's	he is □ he's	it is □ it's

– Are you …? – Yes, we are. No, we're not.	– Are we …? – Yes, you are. No, you're not.	– Are they …? – Yes, they are. No, they're not.
we are □ we're	you are □ you're	they are □ they're

Tip!

he's not = he isn't
she's not = she isn't
you're not = you aren't
we're not = we aren't
etc.

3 This is our family

I'm Michael.	**My** name is Michael.
This is my wife.	**Her** name is Ann.
This is my son.	**His** name is Steve.
I have a daughter.	**Her** name is Karen.
We are the Bennett family.	**Our** address is 314 Garden Street.
We have a dog and a cat.	**Their** names are Lucky and Tiger.

I □ my	we □ our
he □ his	you □ your
she □ her	they □ their

– What's Mrs. Meyer's first name?
– Her first name is Sharon.

– Tim, I'd like you to meet my friends, Greg and Pam, and their son, Jared.
– Nice to meet you.

– Whose phone number is this, Paul?
– It's John's cell phone number.

– Is Mark's last name Jennings?
– No, it's not. His last name is O'Connor. Jennings is his friend's name.

Describe people

4 I have brown eyes

– What color are your eyes?
– My eyes are blue. I have blue eyes.

– Does Charles have brown eyes?
– No, he has green eyes.

I You We They	have brown eyes.	He She It	has green eyes.

– Do you have brown eyes?
– Yes, I do. /
No, I don't.

– Does Bill have blue eyes?
– Yes, he does. /
No, he doesn't. They're brown.

– Who has gray eyes?
– I do. /
Carmen does.

5 Who has long hair?

KATHY

JEFF

ERICA

JOHN

Kathy has short, blond hair. Jeff has long hair and a beard. Erica has short, dark brown hair. John has short hair, too. He doesn't have a beard, but he has a moustache.

– What color is your hair?
– It's red. I have red hair.

– Is it straight or curly?
– It's curly. I have curly, red hair.

– Is it long or short?
– It's short. I have short, curly, red hair.

Ask for and give personal details

6 Who am I? (Tracks 8–11)

A.

B.

C.

D.

7 Numbers 11-100

11 eleven	**12** twelve	**13** thirteen	**14** fourteen	**15** fifteen	**16** sixteen
17 seventeen	**18** eighteen	**19** nineteen	**20** twenty	**21** twenty-one	**22** twenty-two
30 thirty	**33** thirty-three	**40** forty	**44** forty-four	**50** fifty	**58** fifty-eight
60 sixty	**70** seventy	**80** eighty	**90** ninety	**99** ninety-nine	**100** one hundred

8 Is she tall or short?

– Is the woman tall or short?
– She's short.

– Is the man young or old?
– He's young.

– Happy birthday, Frank!
– Thank you.
– So how old are you today?
– I'm 30.

9 How old are you? (Tracks 12-14)

1 . It's ______ 's birthday today. He's ____ years old.

2. Susan's ______ is six years old.
Her daughters are two and ____ years old.

3. Brian is ______. He's ____ years old.

These are our children

This is	a girl. a boy. my husband.	**These are**	girl**s**. boy**s**. our husband**s**.
This is	a man. a woman. a child. a person. a family. my wife.	**These are**	**men**. **women**. **children**. **people**. famil**ies**. our wi**ves**.

– Who are these people?
– They're John's friends.

– Are these your children?
– Yes, this is Lucy and this is Mike.

– Whose glasses are these?
– They're Tim's.

What do they look like?

What does	Paul Paul's wife Paul's friend	**look like?** R	He has brown hair and a moustache. She's tall and blond, and she has blue eyes. He is short and has red hair.
What do	I you we they	**look like?** R	Your hair is black and curly. I have brown hair and I wear glasses. We're short and have long, blond hair. They're tall. They have short, gray hair.

– What do your sons look like?
– They're tall with long, black hair.

– What does Bill Mason look like?
– He has short, blond hair and blue eyes.

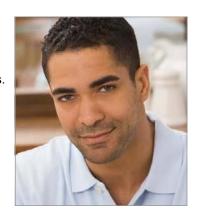
Ask for and give personal details

Is she tall or short? (Tracks 15–16)

A.

– What does ______ look like?
– She has ______ and ______.
– Is she tall or short?
– She's ______.
– And ______ is she?
– She's ______ years old.

B.

– What does ______ Mark look like?
– He's tall, and he has ______ and brown eyes.
– How old is he?
– He's my age, ______.
– Is he ______?
– Yes, and he has ______.

These are my friends

1. ______
2. ______
3. ______
4. ______

Chapter Summary

Vocabulary & Expressions

he / she / it
his / her / its
we / you / they
our / your / their
blue, brown, green
black, gray (grey *UK*)
blond, red, white
color (colour *UK*)
eyes, hair
long / short
curly / straight

beard, moustache
glasses
cat / dog
person (people)
family (families)
husband
wife (wives)
son / daughter
friend
man (men)
woman (women)

girl / boy
adult
child (children)
married
single
tall / short
young / old

I'd like you to meet …
I'm … years old.
I have … eyes / hair.

Grammar

• **What country is Barry from?**
– He is from the United States.
– Is he from Atlanta?
– Yes, he is.

• **Are you and Barry married?**
– Yes, we are. Our last name is King.
– Do you have a son?
– Yes, we do. His name is Tony.

• **Are you and your wife tall?**
– Yes, we are. / No, we're not.

• **What does Sheila look like?**
– She has brown eyes and long, straight, black hair.
– What does her husband look like?
– He has short, gray hair, and he wears glasses.

• **Who is this?**
– It's Alice.
– Is she American, too?
– No, she's not. She's Canadian.

• **Are Sophia and Peter married?**
– Yes, they are.
– Do they have children?
– Yes, they do — a daughter. Her name is Erica.

• **Does your family have a dog?**
– We don't have a dog, but we have two cats.

• **What do you look like?**
– I'm tall. I have short, curly, blond hair.
– What do your sons look like?
– They're tall. They have short, brown hair. Tim has a beard, but Sam doesn't.

Use Your English!

• In English, introduce a classmate to people at the Berlitz Learning Center.
• Think about two people you know. Write a short conversation to introduce them.
• Find some pictures in a magazine. Write a description of the people in the pictures.

Chapter Summary

Answer Key

Reading: Meet the Riveras!

This is the Rivera family. Carlos Rivera is tall and has gray hair. He's 45 years old. His wife, Elena, has long, black hair and brown eyes. She's 40 years old. The Riveras have a son and two daughters. Their son, David, is 12 years old. He has short, brown hair. Diana is 15 years old. She has short, brown hair, too. The Riveras' other daughter, Olivia, has long, brown hair. But her hair isn't dark brown. It's light brown. Olivia is 7 years old.

Answer

1. How many children do Carlos and Elena have?
2. What are their names?
3. How old is Diana?
4. Who has long, light brown hair?
5. How old is she?
6. Who is 12 years old?

Writing: Write about a person in your family

check it out!

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Chapter 3

What would you like?

Topics	Speaking Goals	Grammar
Food and drink Meals Menus and ordering	Offer something to eat and drink Talk about food preferences Order a meal	Offers and requests with *would like* *with, without* Plurals: *-s, -es, -ies* *some / any*

In this chapter, you will ...

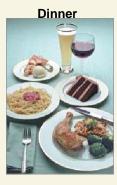
- **Offer something to eat and drink**

Breakfast

What would you like?

Lunch

Would you like a sandwich?

Dinner

What would you like to eat?

- **Talk about food preferences**

Daniel likes fruit.
He doesn't like vegetables.

- **Order a meal**

– What would you like?
– I'd like the roast chicken with potatoes, please.

Offer something to eat and drink

1 Would you like some coffee?

– Would you like tea or coffee?
– Coffee, please. / No, thank you.

– How would you like your coffee?
– With milk and sugar, please. / Black, please.

– Would you like a glass of juice?
– Yes, please. / No, thank you.

– Would you like some juice?
– No, thank you. Just a glass of water.

2 *would like*

I		an apple.	I'**d like** ...
You		a banana.	You'**d like** ...
He		some fruit.	He'**d like** ...
She	**would like**	a cup of tea.	She'**d like** ...
We		a glass of juice.	We'**d like** ...
They		a bottle of juice.	They'**d like** ...

3 What kind of juice would you like?

– What kind of juice would you like?
– I'd like some apple juice.

– What kind of pie would you like?
– I'd like some cherry pie.

4 What would you like for breakfast?

	I WOULD LIKE A ...	I WOULD LIKE AN ...	I WOULD LIKE SOME ...
for breakfast			
for lunch			
for dinner			

5 One or two salads?

-s
one egg – two egg**s**
one muffin – two muffin**s**
one banana – two banana**s**

-es
one glass – two glass**es**
one sandwich – two sandwich**es**
one tomato – two tomato**es**

-ies
one cherry – two cherr**ies**
one French fry – two French fr**ies**
one strawberry – two strawberr**ies**

– How many eggs would you like?
– Just one, please.

– How many glasses of juice would you like?
– Two, please. One for me and one for my friend.

6 What do you like?

– Do you like apples?
– Yes, they're my favorite fruit. And my favorite drink is apple juice. What's your favorite fruit?

– What's your favorite meal?
– My favorite meal is breakfast. I like cereal, toast and jam with coffee. But I don't like eggs for breakfast.

7 Sorry, we don't have any

I You We They	have	an apple pie. a glass. an orange. three forks.	I You We They	don't have **any**	apple pies. glasses. oranges. forks.
He She	has	some tea. coffee. a piece of cake. a bottle of water.	He She	doesn't have **any**	tea. coffee. cake. water.

– I'd like a banana muffin, please.
– I'm sorry. We don't have any banana muffins.

– Do you have any strawberry ice cream?
– We don't have any strawberry ice cream, but we have chocolate and vanilla.

8 Do you have tomato juice? (Track 17)

–
–
–
–
–
–
–

– A glass of grape juice, please.
– Do you have tomato juice?
– I'd like some juice, please.
– I'm sorry. We don't have any tomato juice.
– We have orange, grape, and apple.
– What kind of juice do you have?
– What kind of juice would you like?

9 I'd like the chicken soup

Soups	Sandwiches	Beverages
chicken soup	steak and cheese	soft drinks
tomato soup	grilled chicken	fruit juice
vegetable soup	ham and cheese	mineral water
French onion soup	bacon, lettuce and tomato	tea, coffee

– What kind of soup do you have?
– We have chicken, tomato, vegetable, and French onion.
– I'd like the French onion soup, please.

– Do you have any soft drinks?
– Yes, we have Coke and Sprite.
– I'd like a Coke, please.
– Very good.

Order a meal

10a What would you like?

– May I take your order?
– I'd like a chicken sandwich.
– And to drink?

– Would you like French fries or a salad?
– French fries, please.

– What would you like to eat?
– I'd like the grilled salmon.
– Would you like a salad with that?

10b And to drink?

11 May I take your order? Check all that apply. (Tracks 18–21)

A. The woman would like ...

- ☐ toast with butter.
- ☐ two eggs.
- ☐ some toast.
- ☐ coffee with sugar.
- ☐ tea.

B. The man would like ...

- ☐ a steak with cheese.
- ☐ a steak and cheese sandwich.
- ☐ some soup.
- ☐ a salad.
- ☐ salad with cheese.

C. The man and the woman would like ...

- ☐ some strawberry ice cream.
- ☐ some vanilla ice cream.
- ☐ one cup of coffee.
- ☐ two cups of coffee.
- ☐ two cups of tea.

D. The man would like ...

- ☐ a hamburger.
- ☐ French fries.
- ☐ some rice.
- ☐ the grilled salmon.
- ☐ a glass of juice.

12 **The Fairfax Restaurant**

Chapter Summary

Vocabulary & Expressions

coffee, tea
with / without
~ sugar / milk / lemon
black (coffee)
just

juice, water
soft drink
a bottle / cup / glass
~ of ...
fruit: apple, banana,
cherries, grapes, *etc.*
a piece of cake / pie
ice cream: vanilla
chocolate, strawberry

meals: breakfast,
lunch, dinner
(a bowl of) cereal
egg
toast / bread, muffin
chicken, fish, steak
hamburger
potato
French fries (chips *UK*)
rice
soup
salad,
salad dressing
sandwich
ham and cheese ~

pasta
vegetables: green
beans, broccoli
restaurant
server
customer
menu
appetizer
main course
dessert

to eat
to drink

I'd like (some) ...
Yes, please. /
No, thank you.
Here you are.
Thank you.
You're welcome.
Sorry. We don't
have any ...
May I take your
order?
What does it come
with?

Grammar

• **What kind of tea would you like?**
–I'd like Earl Grey, please.
–With or without lemon?
–With lemon, please.

• **May I have a piece of cake?**
–Yes, of course. Here you are.
–Thank you.
–You're welcome.

• **I'd like ...**
a sandwich / a salad / a cup of coffee
two sandwiches / three glasses of water
some water / salad dressing / soup
some cake / two pieces of cake

• **What would you like for breakfast?**
–I'd like scrambled eggs and coffee, please.
–Would you like some orange juice?
–No, thank you.

• **Do you have any green tea?**
–We have tea, but we don't have any green tea.
–Do you have grape juice?
–I'm sorry. We don't have any grape juice.

• **How many ... would you like?**
–I'd like ...

one hamburger	three hamburger**s**
one tomato	two tomato**es**
one strawberry	twelve strawberr**ies**

Use Your English!

• Make a supermarket shopping list in English.
• Write a list of what you eat and drink today.
• Find an English menu online. What would you like to order?

Answer Key

Reading: What would they like for lunch?

Kim and her friend Alice are at the Blue Moon Café. They would like to have lunch. Kim would like the chicken salad with French dressing, some garlic bread, and a bottle of mineral water. Alice would like a turkey and cheese sandwich with French fries, and a glass of lemonade. And for dessert? Kim would like some lemon cake and a cup of tea. Alice would just like some coffee.

Answer

1 . What meal would Kim and Alice like to eat?
   a) breakfast   b) lunch   c) dinner

2. What would Kim like with her salad?
   a) toast   b) cheese   c) garlic bread

3. What would she like to drink with her meal?
   a) a glass of juice   b) mineral water   c) a cup of coffee

4. What would Alice like for lunch?
   a) a salad   b) a bowl of soup   c) a turkey and cheese sandwich

5. What would she like with that?
   a) French fries   b) garlic bread   c) onion rings

6. Who would like some cake for dessert?
   a) just Alice   b) just Kim   c) Kim and Alice

Writing: Write the order

Blue Moon Café

Date | Table | Guests | Server | 069025

APPT. / SOUP / SALAD / ENTREE / DESSERT / BEVERAGE

1 chicken salad

Is Mr. Blake in his office?

Topics	Speaking Goals	Grammar
Classroom and office	Describe your office	*there is / there are*
Location of people and objects	Say what people are doing	*this, that, these, those*
Colors	Say where a person is	*in, on, under, next to*
		Present progressive: *... is sitting, I am standing,* etc.
		here, there

In this chapter, you will ...

- **Describe your office**

Where's the printer?
It's <u>on</u> the table.

Where's the magazine?
It's <u>under</u> the telephone.

Where's my cell phone?
It's <u>next to</u> the books.

- **Say what people are doing and where a person is**

Beth Walker is a teacher.
She's in the classroom.

Ms. Walker is standing.
The students are sitting.

She is speaking.
They are listening.

She is asking questions.
They are answering questions.

She is teaching English.
They are learning English.

Describe your office

1 Whose phone is this?

This is Ms. Martin.	Ms. Martin's first name is Ann.	Her first name is Ann.
Ellen has a cell phone.	Ellen's phone is red.	Her phone is red.
Bill has an old computer.	Bill's computer is old.	His computer is not new.

– Is this Jennifer's computer?
– No, it's not her computer. It's John's.

– Whose cell phone is this?
– It's Eric's. He's in Mr. Freeman's office.

2 Is there a printer?

– Is there a printer?
– Yes, there is.

– Is there a TV?
– No, there isn't.

– Are there any pencils?
– Yes, there are.

– Are there any pens?
– No, there aren't.

– How many printers are there?
– There's only one printer.

– How many pencils are there?
– There are five pencils.

– How many pens are there?
– There aren't any pens.

3 What color is it?

4 Is that your briefcase?

– Is this your briefcase?
– No, it's not. That's my briefcase.

– Are these your keys?
– No, they're not. Those are my keys.

Describe your office

5 ***in, on, under, next to***

– Where's my coffee?
– It's on your desk.

– Where's your phone?
– It's in my bag.

– Where's my magazine?
– It's under the notebook.

– Where are your glasses?
– They're next to my keys.

6 **Where is the clock?** (Tracks 22-27)

1 . No, it's not. It's ______
2. ______
3. ______
4. ______
5. ______
6. ______

7 **Which phone?**

– Which phone is old?
– The black phone is old.

– Which monitor is new?
– The gray monitor is new.

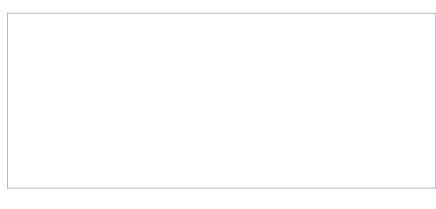
– Which pens are red?
– These pens are red.

SHORT ANSWERS:

– Which phone is old?
– The black one is.

– Which monitor is new?
– The gray monitor is.

– Which pens are red?
– These are.

8 **Spot the difference!**

9 **Are you reading?**

— What are you doing?
— I'm writing a letter.

— What are Ted and Jane doing?
— They're watching TV.

— What is Amanda doing?
— She's drinking coffee.

	am	I		I	am	
	are	you we they		You We They	are	sitting. standing. reading. writing.
What			doing?			
	is	he she it		He She It	is	listening. speaking.

— Are you speaking?
— Yes, I am. / No, I'm not. I'm listening.

— Are Ed and Joan writing an e-mail?
— No, they're not. They're reading Mr. Hart's e-mail.

— Is John reading?
— Yes, he is. / No he's not.

10 What are they doing? (Tracks 28-31)

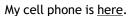
1 . Mike is ________ .

2. Isabelle is ________ .

3. David's children are ________ .

4. Karen is ________ to a customer.

11 Where is the director's office?

My cell phone is here.

My cell phone is there.

My cell phone is over there on the chair.

– Excuse me. I'm looking for the director. Is this his office?
– No, it's not. His office is over there.
– Thank you.

– Is Ms. Blake here?
– No, she's not.
– Where is she?
– She's there in her office.

12 Which woman?

– Excuse me. Which man is Mr. Baker?
– He's the tall man with gray hair and glasses.
– Thank you.

– Which woman is your wife, Ron?
– My wife? She's the young woman with long, black hair.
– Really? Anita is your wife?

13 What's in our classroom?

ITEM DESCRIPTION & LOCATION	HOW MANY?

14 Who is this?

Chapter Summary

Vocabulary & Expressions

computer
printer
paper, piece of ~
pen, pencil
folder
wastepaper basket
calendar
clock
newspaper, magazine
table
desk, drawer

chair
new, old
colors *(rev.)*
yellow, orange
pink, purple
this, that
these, those
briefcase
handbag
book, notebook
wall, floor

to read, to write
to listen to the radio
to watch TV
to speak
classroom
teacher, to teach
student, to learn
question, to ask
answer *(n., v.)*
lamp
picture

map
key
music
the same, different
here, there
over here / there

There aren't any.
Stand up.
Sit down.
I don't know.

Grammar

• **Is there a printer in your office?**
– Yes, there is. / Yes, there is. It's here.
– No, there isn't. / No, there's not.

• **Are there any pens in the drawer?**
– Yes, there are. / Yes, there are three.
– No, there aren't. / No, they're over there in that box.

• **How many pencils are there?**
– There aren't any (pencils).
– There is only one (pencil).
– There are three (pencils).
– I don't know.

• **What's gray?**
– The telephone is (gray).
– Karen's notebook is (gray).
– The computer and the lamp are (gray).
– Our chairs are (gray).

• **Where are the folders?**
– They're in the classroom.
– They're on the chair.
– They're under the table.
– They're next to the printer.

• **Which books are on the desk?**
– The new books are (on the desk).
– This / That book is (on the desk).
– These Berlitz books are (on the desk).
– Those old books are (on the desk).

• **What am I doing?**
– You are eating a hamburger.
– You're drinking coffee.
– You're answering questions.

• **What is Jeff doing?**
– He is asking a question.
– He's learning English.
– He's sitting at the table.

• **What is Ms. Walker doing?**
– She is teaching.
– She's standing in the classroom.
– She's writing an e-mail.

• **What are you doing?**
– I am looking for my keys.
– We're speaking to the teacher.

• **What are we doing?**
– We are speaking English.
– You're listening to music.

• **What are the children doing?**
– They are watching TV.
– They're reading magazines.

Use Your English!

- Watch the people at the Berlitz Learning Center during the coffee break. Where are they? What are they doing?
- Make a list of the things in your office. Write where they are.
- Look at a picture of people in a newspaper or magazine and describe what they are doing. Make a list of the verbs you use (e.g., *standing, sitting, eating, watching,* etc.).

Reading: At the Berlitz Learning Center

I am at the Berlitz Learning Center. Gail Blair, the Center Director, is in her office. She is speaking to a teacher. Hannah, the receptionist, is talking on the phone. And Barbara, the Assistant Director, is writing an e-mail. Some students are watching a documentary in the big classroom. In one classroom, two women are listening to theirteacher. Mr. Fuentes is in the next room. He is teaching Spanish. There's a man standing in thelobby. He is drinking a cup of coffee. There is a woman reading a book in the lobby.

Answer

1 . Ms. Blair is talking____.
   a) to the director   b) to a student   c) to a new teacher

2. Barbara is writing____.
   a) a letter   b) an e-mail   c) on the board

3. The woman in the lobby is____.
   a) reading a book   b) listening to music   c) speaking to a man

4. Two women are listening to____.
   a) their classmates   b) their teacher   c) music

5. Some students are   in the big classroom.
   a) speaking Spanish   b) reading the newspaper   c) watching a documentary

6. Mr. Fuentes is teaching   .
   a) French   b) Spanish   c) English

Writing: Write about your Berlitz Learning Center

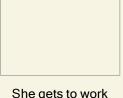
Chapter 5

What do you do every day?

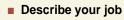
Topics	Speaking Goals	Grammar
Time, days of the week Daily activities Jobs People at work	Tell time Say what you do every day Describe your job	*at* + time; *at noon / night; in the morning / afternoon / evening; during (the day); a day / a week; from … to …; on (Monday), every day* Simple present: *Tim works, I work,* etc. *get up, get dressed, get home,* etc. *go home, go to work, go to bed*

In this chapter, you will …

- **Tell time and say what you do every day**

Tanya has breakfast at 7 o'clock.

She gets to work at 8:30.

She goes home at 5 o'clock.

- **Describe your job**

Where do you work?

What do you do there?

Tell time and say what you do every day

1 What time is it?

2 Do you have the time? (Tracks 32-36)

1. It's ______________.

2. It's ______________.

3. It's ______________.

4. It's ______________.

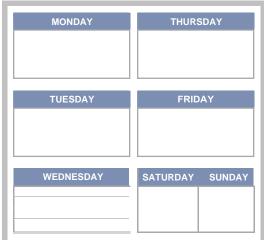
5. It's ______________.

3 Are you at work at 8:00?

– What time are you at work in the morning?
– I'm at work at 8:30.

– Is David at home at 2:00 in the afternoon?
– No, he's at school.

– Where are you in the the evening?
– We're at home.

4 The weekly schedule

Jason Coleman is at work every day. He's there during the day, but he's not there at night.

Jason's Chinese class is every Thursday afternoon at 4:30.

Every day at 7:00 in the evening Jason is at home with his family. On the weekend Jason is at home with his family, too.

Say what you do every day

5 When do you get up?

It's 7:00. Bert is waking up.

It's 7:05. Bert is getting up.

Now it's 8:00. He's getting dressed.

It's 8:30. Now he's having breakfast.

Bert wakes up at 7:00 every day.	I wake up at ______.
He gets up at 7:05.	I get up at ______.
After that, he gets dressed.	I get dressed at ______.
After that, he has breakfast.	I have breakfast at ______.

6 Do you have breakfast every day?

Do	I you we they	**get up** at 5 o'clock? **get dressed** in the morning? **have lunch** in the office? **listen** to the radio every day? **read** the newspaper? **write** e-mail on the weekend? **speak** to friends on the phone? **drink** coffee at night? **eat** soup for lunch? **watch** TV after dinner?	Yes,	I you we they	do.	No,	I you we they	don't.
Does	he she		Yes,	he she	does.	No,	he she	doesn't.

– Do you eat breakfast every morning?
– Yes, I do.
– What do you have for breakfast?
– I have cereal and fruit.

– Do you watch TV every evening?
– Not every evening. I get home from work late three or four days every week.

– Do you and Derek get up at 7:00 every day?
– Yes, we do.
– Do you have lunch at home every day?
– No, we don't. We have lunch at work.

– Do you listen to the radio in the morning?
– No, I read the newspaper. But I listen to music in the evening.

Describe your job

7 What time do you get home?

Janet goes to work at 8:30 in the morning.

She gets to work at 9:00.

She goes home at 6:00 in the evening.

She gets home at 6:30.

Tip!

I work for a company. =
I work **at** a company.

I work **for** Mr. Simpson. =
Mr. Simpson is my boss.

8 What do you do?

– Where do you work?
– I work at Gametime Software.
– What do you do?
– I'm a programmer.
– That sounds interesting.

– What do you do?
– I'm a flight attendant.
– That sounds exciting. Which airline do you work for?
– I work for JetWind.

9 Do you work in an office?

Samantha is an architect.
She works in an office.

George is an engineer.
He works in a factory.

Rachel is a doctor.
She works in a hospital.

Describe your job

10 Who do you work for?

Where	**do**	I you we they	**work**?	I You We They	**work** at ... **work** for ...	I You We They	**don't**	work at ... work for ...
	does	he she		He She	**works** at ... **works** for ...	He She	**doesn't**	

– Where do you work?
– I work for G.T. Sports, in London.

– Is Mrs. Jordan a professor?
– Yes, she works at the university.

– Who do you work for?
– I work for Hammond Studios. I'm an art director.

– What does Paul do?
– He's a sales rep. He works at Franklin-Meyers.

11 Where do you work?

Where does a banker work?

A banker		a bank.
A pharmacist		a pharmacy.
A doctor		a hospital.
An executive assistant	works in	an office.
A teacher		a classroom.
A server		a restaurant.
A homemaker	works	at home.

Who works in an office?
Secretaries **do**.
I **do**.
We **do**.
Janet **does**.
Liz Tyler **doesn't.**
Servers **don't**.

12 What does Carlos do?

Carlos is a sales rep. He lives in Miami. He speaks Spanish and English. He writes reports every day.

Joyce and Richard are doctors They live in Auckland. They speak English. They read medical reports.

My name is Yukio. I'm a student. I live in Kyoto. I speak Japanese and English. I write papers for my classes.

13 Do you use a laptop?

I read ...	I write ...	I meet ...	I use ...
e-mail	e-mail	clients	a laptop
books	reports	colleagues	a smartphone
magazines	articles	my boss	the Internet
newspapers	letters	friends	software

14a I work from nine to five

Tina Mason is the manager at Midtown Bank. She works from 8:30 to 4:30 five days a week. She works eight hours a day. She works on some Saturdays.

Glen Hood is a server at Bella's Restaurant. He works Monday to Friday from 11 a.m. to 3 p.m. He doesn't work on weekends.

Jill Monroe works at Arcadia Bookstore. She works three days a week from Thursday to Saturday. She works five hours a day at the store.

14b What time do you get home? (Tracks 37-39)

1 . The director works from ______ to ______.

2. Sandra works ______ hours a day, five days a ______.

Chapter Summary

Vocabulary & Expressions

Monday
Tuesday
Wednesday
Thursday
Friday
Saturday, Sunday
weekend
now, every day, weekday
almost, just after, exactly
before, after
job
interesting, exciting, boring
coffee shop, café

hospital, doctor
assistant
homemaker
colleague
client
sales representative / rep
bank, banker
pharmacy (chemist's *UK*)
factory, engineer
director / boss
programmer
flight attendant

to work
to write
to use
to meet, meeting
to live

Do you have the time?
Thank you very much.
Thanks a lot.
Really?
That sounds exciting.

Grammar

- **What do you do every morning?**

– I wake up at 6:00. I get up at 6:05. I get dressed at 6:15. I have breakfast at 6:30. I go to work at 7:00. I get to work at 8:00.

- **What time is it?**

– It's one o'clock. *(1:00)*
It's two fifteen. *(2:15)*
It's just after three thirty. *(3:31)*
It's almost eight forty-five. *(8:44)*

- **What are your hours?**

– We're open from 9:00 a.m. to 8:00 p.m. We're closed on Sunday.

- **When does Roger work?**

– He works nine hours a day, four days a week. He doesn't work at night. And he doesn't work on weekends.

- **What do you do?**

– I'm a teacher. What do you do?

- **What does Bert do every morning?**

– He wakes up at 7:30. He gets up at 7:35. He gets dressed at 8:00. He has breakfast at 8:30. He goes to work at 8:45. He gets to work at 9:00.

- **What time do you ...?**

– I get up at six o'clock during the week.
I get up at nine o'clock on weekends.
– I speak to customers in the morning.
– I have lunch at noon. *(12:00 p.m.)*
– I write reports in the afternoon.
– I take English lessons at 6:00 in the evening.
– I work from 7:00 a.m. to 3:00 p.m. on Mondays and Fridays.

- **Who works in Miami?**

– Carlos does.
– Who speaks two languages?
– Yukio and Carlos do.

- **What company do you work for?**

– I work for Shelco Industries. Where do you work?

Use Your English!

- Write about your job. What do you do every day?
- Imagine you are at a party. What questions can you ask? Write a dialogue, and then ask a friend to record it with you.
- Look for an interesting blog in English and read it every week.

Answer Key

Reading: A Day with Ted

Ted Richards is a sales rep at Brixton, Inc. Every morning at 7 o'clock, Ted has breakfast. He sits at the table, drinks a cup of coffee, and talks to his wife. Ted goes to work at 7:30 and gets there at 8:30. During the day, Ted talks to customers, makes phone calls, and writes e-mails. He eats lunch at noon. Ted goes home at 6:00 every day. He has dinner with his family at 7:00 in the evening. After that, he reads or watches TV. He goes to bed at 10 o'clock.

Answer

1 . It's 7 o'clock in the morning now. Ted breakfast.

Ted breakfast every morning at 7 o'clock.

2. It's 7:45 now. Ted .

He every day at 7:30.

3. It's now 10 in the morning. Ted to a customer.

He to customers during the day.

4. It's noon. Ted now.

Ted every day at noon.

5. It's 6:00. Ted now.

He at this time every evening.

6. It's now 10 o'clock at night. Ted .

During the week, he at 10 o'clock every night.

Writing: Write about your day

Review

Now you can ...!

- Describe your job
- Say what you do every day
- Tell time
- Say where a person is
- Say what people are doing
- Describe your office
- Order a meal
- Talk about food preferences
- Offer something to eat and drink
- Ask for and give personal details
- Describe people
- Introduce others
- Check names and numbers
- Give your name, address, phone number
- Say where you are from
- Introduce yourself

Action Module 1 Role Card A

You would like to meet with Mary Reynolds. Call her assistant. Say who you are and what company you are calling from. Be ready to spell your name and your company's name and give your phone number.

Use some of this language:
- My name is ...
- I would like to speak to ...
- I'm calling from ...
- Is she in today?

Action Module 2 Role Card A

You are going to a meeting. Your watch and cell phone are at home. You don't know what time it is. There is a person in the lobby. Ask what time it is.

Use some of this language:
- Excuse me.
- What time is it?
- Thank you.

Action Module 3 Role Card A

You are at a party. Your partner / spouse is with you. He / She is talking to your colleague. You are standing at the table. Another person is standing next to you. You don't know this person. Introduce yourself and ask the person about his / her work.

Use some of this language:
- I'm ...
- What do you do?
- Where are you from?
- Nice to meet you.
- What company do you work for?

Action Module 1 Role Card B

You work in Mary Reynold's office. You are her assistant. Ms. Reynold isn't in the office today. You are taking messages for her. You are writing callers' names, the company they work for, and their phone numbers. Ask callers to spell their name and their company's name.

Use some of this language:
- Good morning / afternoon.
- May I have your name, please?
- How do you spell that?
- I'm sorry. She's not in today.

Action Module 2 Role Card B

You are standing in the lobby of your company. You don't have a watch. There is a clock on your cell phone.

Use some of this language:
- a.m. / p.m.
- It's almost / exactly …

Action Module 3 Role Card B

You are at a party. Your spouse / partner isn't with you. You are standing at the table. Another person is standing next to you. You don't know this person. Introduce yourself. Ask the person about his / her family.

Use some of this language:
- My name is …
- Nice to meet you.
- Where do you live / work?
- Are you married?

Action Module 4 Role Card A

It's lunchtime. You are in a restaurant. You are waiting to order.

Here is today's menu:

Vegetables	Side dishes	Main courses	Desserts
peas & carrots	mashed potatoes	fried chicken	apple cake
broccoli	French fries	pan-fried fish	cherry pie
green beans	rice	lasagna	ice cream

Order lunch.

Use some of this language:
• I'd like …
• Yes, please.
• No, thank you.

Action Module 5 Role Card A

You are talking to a colleague. Ask him / her about his / her schedule every day.

Use some of this language:
• What time do you get up / go to work / get to work, *etc*.
• What do you do in the morning / evening?

Action Module 4 Role Card B

It's lunchtime. You are a server in a restaurant. A customer is waiting to order.

Here is today's menu:

Vegetables	Side dishes	Main courses	Desserts
peas & carrots	mashed potatoes	fried chicken	apple cake
broccoli	French fries	pan-fried fish	cherry pie
green beans	rice	lasagna	ice cream

Take the customer's order.

Use some of this language:
- May I help you?
- Would you like some …?

Action Module 5 Role Card B

You are talking to a colleague at the office. He / She is asking you about your schedule every day.

Use some of this language:
- I get up / go to work / get to work … at …
- In the morning …
- In the evening …

Your Turn

1

A: Talk about a famous person from your country. What city is he / she from? Where does he / she live? What does he / she do?

B: Ask a classmate or your teacher about a famous person from his / her country. Who is he / she? What does he / she do?

2

A: Talk about a friend. Who is he / she? How old is he / she? What does he / she look like?

B: Ask a classmate or your teacher about a friend. What is his / her name? How old is he / she? What does he / she look like?

3

A: Talk about food and drinks. What do you like to eat and drink for breakfast? for lunch? What do you like to have for dinner? What don't you like to eat?

B: Ask a classmate or your teacher about food and drinks. What foods does he or she like to eat for breakfast, lunch, and dinner? What drinks does he or she like to have for breakfast, lunch, and dinner?

4

A: Talk about your office. What do you like in your office? What don't you like? What's new? What's old?

B: Ask a classmate or your teacher about his / her office. What does he / she have in it? What doesn't he / she have in it, but would like to have?

5

A: Talk about what you do every day at work or at home. What do you use? Who do you meet?

B: Ask a classmate or your teacher what he / she does at work and/or at home. What does he / she do every day? Where does he / she go? At what time?

Let’s meet next week

Topics	Speaking Goals	Grammar
Calendar Schedules Appointments Ordinal numbers	Ask for and give the date Talk about schedules Make appointments	*tomorrow, on the (12th), in (June); at (6:00); next (week); tonight* *always, usually, sometimes, rarely, never* Present progressive tense (future meaning): *I’m going to Paris tonight.* *me, you, him, her, it, us, them* *Can I …?*

In this chapter, you will …

- **Ask for and give the date and talk about schedules**

JANUARY
S M T W T F S
1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30 31
Monday, January 1st

FEBRUARY
S M T W T F S
1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28

MARCH
S M T W T F S
1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31
Thursday, March 22nd

APRIL
S M T W T F S
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30

MAY
S M T W T F S
1 2 3 4 5
6 7 8 9 10 11 12
13 14 15 16 17 18 19
20 21 22 23 24 25 26
27 28 29 30 31

JUNE
S M T W T F S
1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
Sunday, June 3rd

JULY
S M T W T F S
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31

AUGUST
S M T W T F S
1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31
Friday, August 24th

SEPTEMBER
S M T W T F S
1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30

OCTOBER
S M T W T F S
1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30 31

NOVEMBER
S M T W T F S
1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30

DECEMBER
S M T W T F S
1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30 31

– What’s the date today?
– It’s the first of November.

– When is the meeting?
– It’s on July 15th.

– When are you going to Paris?
– In February.

- **Make appointments**

Are you busy on

Ask for and give the date

1 **What's today's date?**

– What's the date today?
– It's Monday, June 16th.

– When is Ann's birthday?
– It's in September.

– When is Independence Day?
– It's on July 4th.

What's the date today?
= What's today's date?

1st	2nd	3rd	4th	5th	9th
first	second	third	fourth	fifth	ninth
10th	**12th**	**15th**	**20th**	**30th**	**31st**
tenth	twelfth	fifteenth	twentieth	thirtieth	thirty-first

2 **When is Canada Day?** (Tracks 40-47)

1 . New Year's Eve is ______.
2. Australia Day is ______.
3. St. Patrick's Day is ______.
4. Earth Day is ______.
5. Thanksgiving Day is ______.
6. Canada Day is ______.
7. Mother's Day is on the ______ in May.
8. Father's Day is on the ______ in June.

3 **What year is it?**

1900 nineteen hundred
1905 nineteen oh five
1995 nineteen ninety-five
2000 two thousand
2002 two thousand two
2010 two thousand ten *or* twenty ten

1066	1803	181 2	1492	1 776	1800
191 7	1984	1999	2001	2007	201 3

Tip!

09/10/11 ______

01/02/13 ______

11/01/12 = 11 January 2012

= November 1, 2012

05/06/15

Talk about schedules

4a Do you ever work on weekends?

always	100%	I always work on Mondays.
usually	↑	I usually work during the day.
sometimes		I sometimes work in the evening.
rarely	↓	I rarely work on Saturdays.
never	0%	I never work on Sundays.

– Are you home in the evening?
– Yes, I'm usually home after six.

– Do you ever meet clients at night?
– No, never. I always see them during the day.

4b Tell me about your schedule

1 . Where do you usually go during the week?

2. Who do you usually meet on Saturdays?

3. Are you always home on the weekend?

4. What do you rarely do in the morning?

5 What are you doing tonight?

11:00 AM	meeting with Dennis Bradley
12:00 PM	lunch with Martha Simmons
1:00 PM	
2:00 PM	
3:00 PM	presentation
4:00 PM	
5:00 PM	
6:00 PM	
7:00 PM	dinner with George & Ann

Angela is meeting Mr. Bradley at 11 a.m.

After that, she's having lunch with Martha Simmons, her client.

At 3 p.m., Angela is giving a presentation.

She's going home at 5 p.m.

Tonight, she's having dinner with her friends George and Ann.

6 What are you doing next week?

I am	leaving the office	at 3 o'clock today.
You are	having dinner	at 8 o'clock tonight.
Tim is	meeting Mr. Wilson	next week.
Ann is	coming to our office	next month.
We are	going to Brazil	next year.
The Lees are	coming back to the U.S.	in 2020.

Tip!

Call me at 3:00.
Call me on Friday.
Call me in May.
Call me on May 5.
Call me next week.

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Level 1 • Chapter 7

Talk about schedules and make appointments

7 Are you talking to me?

I am talking to Lucy. ☐ Lucy is listening to **me**.
You are asking a question. ☐ I am answering **you**.

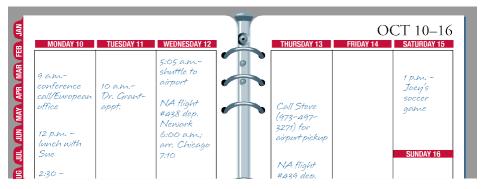
Bill is meeting Jack and Linda. ☐ They are meeting **him**.
Mark is on the phone with Eve. ☐ He's talking to **her**.

Are you writing that e-mail today? ☐ No, I'm writing **it** tomorrow.
Is Ms. Rogers speaking to you and me? ☐ Yes, she's speaking to **us**.
Are the Bennetts your friends? ☐ Yes, we see **them** every weekend.

8 Can we meet tomorrow?

I		see you.
You		hear me.
He / She	**can**	meet Paul.
We	**can't**	leave now.
You		stay three days.
They		come here tonight.

– Can I see the report tomorrow?
– Yes, you **can**. / No, you **can't**.

9 What's a good day for you?

– Hi, Irina. This is Rita. Would you like to have lunch with me on Monday?
– I'm sorry. I can't. I'm busy all day. How about Friday?
– Friday's good for me. 12 o'clock?
– Perfect. Let's meet at Ann's Café, OK?
– Great. See you there.

– Hello, Irina. This is Bill Jenkins. Can we meet next week?
– Sure. Let's see. I'm free on Tuesday morning from 8:30 to 9:30.
– Tuesday morning isn't good for me. How about Tuesday afternoon at 1?
– Fine. See you Tuesday at 1 o'clock.

Make appointments

10 Who do you make appointments with? (Tracks 48-49)

A. 1 . The woman is making an appointment with ____________.

2. She has an appointment with him next ____________.

B. 1 . The man is making an appointment with ____________.

2. He has an appointment for ____________ at ____________.

11 Would you like to join us?

– Are you going out tonight?
– No, I'm staying home. And you?
– I'm going out with some friends. Would you like to join us?
– Thank you, but I can't. Maybe some other time?

– We're going to Nick's Place after work. Would you like to come with us?
– Thanks, I'd like that. What time are you leaving?

ASKING / INVITING

Is Tuesday at 9 o'clock good for you?

How about Tuesday at 9 o'clock? Is that ok for you?

ACCEPTING

Yes, that's fine for me.
Tuesday at 9 is perfect.
Tuesday at 9? I'd love to.

DECLINING

No, I'm not free / available on Tuesday. I'm sorry.
I'm sorry. I'm busy on Tuesday, but thank you.
Maybe some other time. Thank you.

What is the first day of the week in your country?

Chapter Summary

Vocabulary & Expressions

tomorrow
the day after tomorrow
January - December
month, year
1st, 2nd, 3rd, *etc.*
to come (back)
to stay, to leave
tonight
next
to call
can, can't

me, you
him, her, it
us, them
to see
to hear
free, busy
available
all day
to see (= *to meet*)
appointment
to make / have an ~ (with)

dentist
accountant
lawyer
to go out (with friends)
on the fourth Monday in ...
(not) good for me
Great!
Perfect!
That's fine.
Let's ...

Gramma r

- **When is …?**
– When is Halloween?
– It's in October.
It's on October 31.
It's on the 31st of October.

- **What are you doing …?**
– I'm taking an English lesson.
I'm going to Paris in August.
I'm staying home this weekend.
I'm coming back next year.

- **Can you see Mr. Harris at 3:00?**
– I'm sorry, I can't see him at 3:00.
– How about 3:30?
– Yes, 3:30 is fine.

- **What time is Ms. Taylor available?**
– You can see her at noon.
– How about 12:30?
– Yes, she can see you at 12:30.

- **When can I speak with your colleagues?**
– You can speak with them this afternoon.

- **When can we see you and your friend?**
– You can see us next weekend.

- **Do you ever work on Saturdays?**
– I always / never / rarely work on Saturdays.
– I usually work on Saturdays, and sometimes I work on Sundays, too.

Use Your English!

- Look for interesting dates in magazine, newspaper, or online articles. Write something about them.
- Think of a city or a country. You are there, and you are now having breakfast. What are you doing after breakfast? Where are you going? What are you eating for dinner? Who are you meeting? Write your story or tell it to a classmate.
- Imagine you are in London. You would like to see the hairstylist at the hotel. Write what you say to make an appointment.

Reading: I'd like to see Ms. Adams

– Good morning. I'm Steve Wilson from Ace Corporation. I'd like to see Ms. Adams.
– I'm sorry, Mr. Wilson, Ms. Adams is in meetings all morning.
– She's usually free on Tuesday mornings, isn't she?
– Yes, but this week she has appointments with clients every morning. She's free this afternoon. Would you like to make an appointment to see her then?
– Yes, please. What time is she available?
– Let me see … She's free at 2 o'clock. Is that all right with you?
– Yes, that's fine. Thank you.

Answer

1 . Would Steve Wilson like to see Ms. Adams or the receptionist?

2. Is Ms. Adams busy all day or all morning?

3. Is she available this morning or this afternoon?

4. Can Mr. Wilson see Ms. Adams at 2:00 or at 3:00 today?

Writing: Write the question

1 . Mr. Wilson would like to see Ms. Adams.
Who ?

2. Ms. Adams has appointments with clients.
Who ?

3. She is free this afternoon.
When ?

4. She is available at 2 o'clock.
What time ?

Chapter 8

How do I get there?

Topics	Speaking Goals	Grammar
Places in a city Locations Directions Forms of transportation	Ask and say where places are Ask for and give directions Say where you are going and how	*in front of, behind, between, on the right / left, at …;* + address *(another) one* Imperatives: *Go straight ahead, turn left, don't turn right,* etc. *into, out of* *first, then, again*

In this chapter, you will …

- **Ask and say where places are**

– Excuse me. Is there a bank on this street?
– Yes, there's one next to the theater.

– Is our taxi here?
– Yes, it is. It's waiting in front of the hotel.
– Thank you.

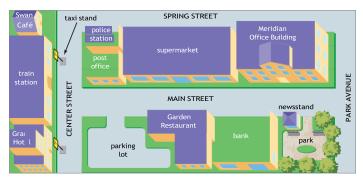
- **Ask for and give directions**

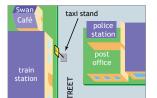
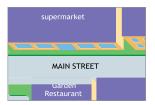
Go straight ahead.
Turn right at the first corner.
Turn left at the next corner.

- **Say where you are going and how**

– Where are you going?
– We're going to Florida.
– How are you getting there?
– We're driving.
– Have a good trip!

Ask and say where places are

1 What street is the post office on?

The post office is **on** Main Street. It's **on the corner of** Center Street and Main Street.

2 Where's the taxi stand?

The taxi stand is **in front of** the train station.

The restaurant is **across from** the supermarket.

The bank is **between** the restaurant and the park.

3 Is there a bank near here?

– Is there a bank near here?
– Yes, there's one on Elm Street, behind the post office.
There's one at 106 Elm Street.

– Excuse me. Are there any restaurants around here?
– Yes, there's one on Main Street and another one on Center Street.

on Main Street **in** High Street
across from opposite

4 Where is it? (Tracks 50-54)

1 . The Lone Star Restaurant is ________ Pacific and State Streets, behind the hotel.

2. There is a taxi stand ________ the train station.

3. The Stanton Hotel is ________ from Market Street. It's ________ the airport.

4. There is a bookstore ________ the supermarket on Main Street.

5. The Gardner Museum is ________ the park on Fifth Avenue.

5a How do I get to the Grand Hotel?

Turn right!

Go straight (ahead)!

Turn left!

It's on the left.

It's on the right.

– Excuse me. How do I get to the Grand Hotel?
– Go straight on Spring Street to Center Street and turn left. The hotel is on Center Street.

– Is it on the left or on the right?
– It's on the right, next to the train station.

5b Turn right at the light

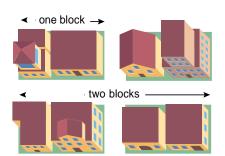
– Do I turn right or left at the light?
– **Turn** left. **Don't turn** right.

– Should I take the subway to work?
– **Don't take** the subway. **Take** a taxi.

– Do I turn or go straight?
– **Go** straight. **Don't turn** right or left.

– Can we park here?
– **Don't park** there. **Park** behind the bank.

6 Go two blocks and then turn right

First, go straight ahead for two blocks, until you see a post office on your right. Then turn left and walk past the theater. The park is on your left on the corner of First Street and Lincoln Boulevard.

– How do you get from here to ______________________________?

– First ______________________________.

Then ______________________________.

After that ______________________________.

And then ______.

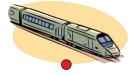
Say where you are going and how

7 Can you repeat that?

Ask for repetition, clarification:
– So have you got that?
– I'm not sure. Can you repeat it?
– Of course.

Check comprehension:
– Let's see. I go straight ahead for two blocks and then turn left. Then I go one block and turn left again. Is that right?
– Yes, that's right. / No, that's not quite right.

8   Are you going by train?

I'm going by ... / I'm taking a ...

We're going ... / We're ...

9 How are they getting there? (Tracks 55-58)

A. – Where are you going?
– ______ .
– Are you going ______ ?
– No, I'm ______ .

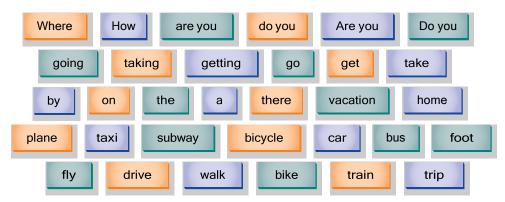
B. – Are you going to ______ ?
– Yes, I am.
– How are you ______ ?
– I'm ______ .

C. – Where are you going?
– We're going to Santa Fe.
– Are you ______ ?
– No, we're ______ .

D. – How do you get ______ ?
– I usually ______ .
– Every day?
– No, sometimes I ______ .

10 Your turn!

11 ***get on*** **or** ***get into*****?**

Bert usually takes the bus to work.
He **gets on** the bus at the stop near his house.
He **gets off** at the stop near his office.

Sometimes Bert takes a taxi to work.
He **gets into** the taxi in front of his house.
He **gets out of** the taxi in front of his office.

12 How many stops is it?

ROUTE 39

Morris Park to Pickwick via Hudson Street and Wakefield Avenue

MONDAYS THROUGH FRIDAYS											
EASTBOUND						WESTBOUND					
33rd and Hudson Sts	22nd and Hudson Sts	Broad and Hudson Sts	7th and Hudson Sts	Front and Hudson Sts	Richmond and Cumberland Sts	Richmond and Cumberland Sts	Front St and Wakefield Av	7th St and Wakefield Av	Broad St and Wakefield Av	22nd and York Sts	33rd and Hudson Sts
AM SERVICE						AM SERVICE					
5:00	5:07	5:11	5:14	5:19	5:27	5:29	5:38	5:41	5:45	5:51	5:57
5:30	5:37	5:41	5:44	5:49	5:57	5:59	6:08	6:11	6:15	6:21	6:27
6:00	6:07	6:11	6:14	6:19	6:27	6:29	6:38	6:41	6:45	6:51	6:57
6:30	6:37	6:41	6:44	6:49	6:57	6:59	7:08	7:11	7:15	7:21	7:27
7:00	7:07	7:11	7:14	7:19	7:27	7:29	7:38	7:41	7:45	7:51	7:57

– Does this bus go to Richmond Street?
– No, it doesn't. The 39 bus goes to Richmond Street.

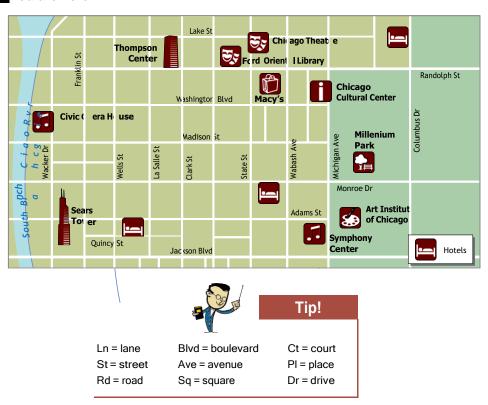
– How far is Richmond Street from here?
– It's five stops.

13 Where do I get off?

– Excuse me. How do I get to the Smithsonian?
– Take the Blue Line at Van Dorn Street.
– And where do I get off?
– At Smithsonian. It's the stop after Federal Triangle.
– How many stops is that?
– It's 14 stops. It's a long trip.
– Thanks a lot.
– You're welcome.

14 You are here

Tip!

Ln = lane	Blvd = boulevard	Ct = court
St = street	Ave = avenue	Pl = place
Rd = road	Sq = square	Dr = drive

Chapter Summary

Vocabulary & Expressions

place
hotel
office building
train station
post office
police station
bookstore
park
theater
parking lot
bus, bus stop
taxi, taxi stand
in front of, behind
across from (opposite *UK*)
between

near, around here
straight (ahead)
corner, on the corner of
(traffic) light
to turn right / left
to go, go past
block
business trip, to go on a ~
vacation (holiday *UK*)
train, to go by ~
subway, to go by ~
plane, to go by ~, to fly
car, to go by ~, to drive
bicycle, bike (*n., v.*), to go by ~
on foot, to go ~, to walk

to take the train / a taxi
to get on / off
to get in(to) / get out (of)
line, subway ~

(not) far from here
take the number … bus
go three stops
How do I get there?
How far is …?
Have you got that?
Can you repeat that?
Is that right?
That's (not quite) right.

Grammar

- **Where's the bank?**
– It's on Spring Street.
It's next to the park.
It's across from the office building.
It's between the restaurant and the park.
It's at 323 Spring Street.

- **How do I get to the Chicago Bank?**
– First, go to the corner of Monroe Drive and Michigan Avenue and turn left. Go straight on Michigan Avenue for four blocks. Turn left on Lake Street. The bank is at State and Lake Streets.

- **Take a taxi to the hotel.**
Don't take the subway.
Don't turn left. Turn right.
Don't get off at Park Street.
Get off at Center Street.

- **How do I get to the post office?**
– Go straight until you get to Spring Street.
Turn left on Spring Street.
Go past the supermarket.
It's on the right.
It's on the corner of Spring and Center Streets.

- **Where's the bus stop?**
– There's one in front of the train station. There's another one in front of the bookstore.
– Where's the bookstore?
– It's behind the Garden Restaurant.
– Is it far from here?

- **Don't take the red line.**
Take the blue line.
Don't walk. Drive.
Don't go to New York City in July.
Go in September or October.

Use Your English!

- Choose a popular destination in your city. What directions would you give a tourist to get there from your street? From your office?
- Write the directions from the airport or train station to your home or office. When a friend or client comes to your city, you can send the directions to him or her.
- Write a "How to find us" section for your company's website.

Answer Key

Reading: How to get to our house

We're having a party at our place on Friday at 7 p.m. Here are the directions:

From Station Road, after the train station, turn left onto Chestnut Street and then right onto Walnut Street. Go one block, then turn left onto Grove Street. Go straight ahead two blocks, and then turn left when you get to Fairview Boulevard. Turn right at the second light. Our place is the third house on the right.

Address: 1212 Wilson Terrace
Telephone: 555-4875

See you there!

Writing: Correct the directions

1 . Go straight after the train station.

2. From Chestnut Street, turn left onto Walnut Street.

3. On Walnut Street, go three blocks.

4. Turn right onto Grove Street.

5. Turn left before you get to Fairview Boulevard.

6. From Fairview Boulevard, turn right at the first light.

7. The party is at the first house on the block.

8. The house is on the left.

Chapter 9

How much is it?

Topics	Speaking Goals	Grammar
Shops	Ask for items in a store	*many* vs. *much; a lot, a few, a little*
Money and prices	Talk about prices and sizes	*too big* vs. *not big enough*
Clothing and sizes	Compare items	Comparatives: *bigger, smaller,* etc. and *more / less expensive,* etc.
Numbers 101–1,000,000	Make a purchase	

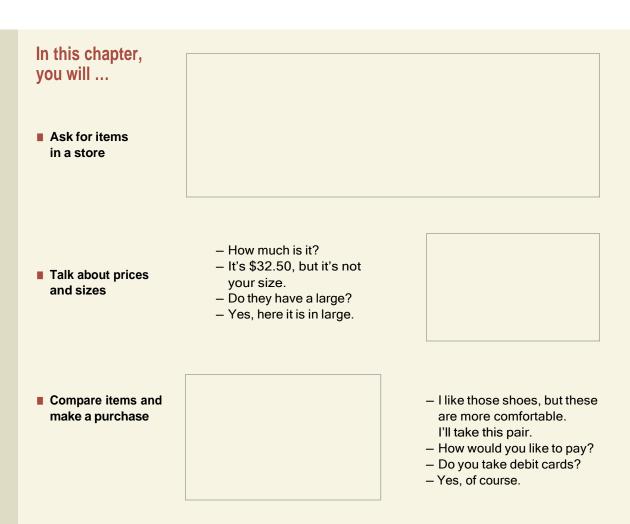
In this chapter, you will ...

- **Ask for items in a store**

- **Talk about prices and sizes**

  – How much is it?
  – It's $32.50, but it's not your size.
  – Do they have a large?
  – Yes, here it is in large.

- **Compare items and make a purchase**

  – I like those shoes, but these are more comfortable. I'll take this pair.
  – How would you like to pay?
  – Do you take debit cards?
  – Yes, of course.

Ask for items in a store

1 Anything else?

GIFTS	SOUVENIRS	CLOTHES	OTHER

2a What are you looking for?

– May I help you?
– Yes, I'm looking for … a map / postcards / perfume.
I'd like to buy … a T-shirt / books / chocolate.
do you sell … —— stamps / coffee?
do you have any … —— clothes / aspirin?
– No, thank you. I'm just looking.

2b May I help you? (Tracks 59–61)

1 . The man is looking for____of Dublin. a. a postcard b. a map

2. The woman is buying_____. a. stamps b. a stamp

3. The shop____aspirin. a. sells b. doesn't sell

3 How many stamps are they buying?

How many …?

	stamps
a lot of	gifts
a few	souvenirs
not many	magazines
	T-shirts

How much …?

	coffee
a lot of	chocolate
a little	perfume
not much	water
	time

– How many postcards is Steve buying?
– Thirty.
– That's a lot of postcards!

– How much perfume is Ellen buying?
– Five bottles.
– Why so much?

– How many trips do you go on every year?
– Not many. Just two or three.

– How much vacation time do you have?
– Not much. Just two weeks a year.

Talk about prices

4 Saying prices

100 cents (¢) = 1 dollar ($)   100 pence (p) = 1 pound (£)   100 euro cents = 1 euro (€)

$5.95 = five dollars and ninety-five cents *or* five ninety-five

£19.25 = nineteen pounds twenty-five pence *or* nineteen twenty-five

€101 = a hundred and one euros   **$500** = five hundred dollars

£1,000 = one thousand pounds *or* a thousand pounds

€10,000 = ten thousand euros   **$1,000,000** = one million dollars *or* a million dollars

Your turn!

$1.99	£109.10	€16.50
$0.73	£1,999.00	€10,500.00
$25.00	£500.00	€737.80

Slang terms for currency

a buck = $1
ten bucks = $10

a quid = £ 1
ten quid = £ 10

5 How much is it?

How much	**is**	this pair of jeans? the handbag? the green wallet? this watch?	How much	**are**	these jeans? the sunglasses? the brown gloves? these shoes?

– How much is it?
– It's € 89.25.

– How much are the gloves?
– They're £20.

– How much are they?
– They're $29.99.

6 Which one?

– How much does that handbag cost?
– Which one?
– The red one.
– It's $690.
– Oh, that's expensive.

– How much do those watches cost?
– Which ones? The gold ones?
– No, the silver ones.
– They're $40.
– Oh, that's not expensive at all.

Talk about sizes and compare items

7 What size do you wear?

CLOTHING					
T-shirts	**XS**	**S**	**M**	**L**	**XL**
Women's sizes					
UK US	4 2	6–8 4–6	10–12 8–10	14–16 12–14	*etc.* *etc.*
Men's sizes (US & UK)					
pants *(waist)* shirts *(neck)*	29-31 14–14 1/2	32-34 15–15 1/2	36-38 16–16 1/2	40-42 17–17 1/2	*etc.* *etc.*

SHOES					
Women's shoes					
UK US	4 6.5	5 7.5	6 8.5	7 9.5	*etc.* *etc.*
Men's shoes					
UK US	7.5 8	8.5 9	9.5 10	10.5 11	*etc.* *etc.*

– I wear a size 8. What size does Jane wear?
– She usually wears a 10.

– What size shoes do you wear?
– I wear a nine and a half.

8 Would you like to try it on?

– Do you have this shirt in a large?
– Yes, we do. Here you are.

– Would you like to try the sweater on?
– No, I'm sure it's fine.

– How do the shorts fit?
– They're perfect. / They're a little big.

– Can I try these pants on?
– Of course. The fitting rooms are over there.

9 Is the sweater too big or too small?

This dress is too long. It doesn't fit.

These pants are too short for him.

These shoes are too big. They don't fit.

This shirt is too small. It isn't big enough.

1 . Marcy is looking for a size 12 skirt. The one she's looking at is a size 10.

The skirt she's looking at is ______ / ______.

2. Nicole is looking for a long dress. The one she's looking at is 30 inches (76 cm) long.

The dress she's looking at is ______ / ______.

3. Peter is looking for a sweater in extra large. The one he's looking at is a large.

The sweater he's looking at is ______ / ______.

10 Which ones are cheaper?

long		long**er**				
short		short**er**				
big		bigg**er**				
small	R	small**er**			expensive	
cheap		cheap**er**	**than ...**	**more**	comfortable	**than ...**
old		old**er**		**less**	interesting	
young		young**er**			boring	
good	R	**better**				
bad		**worse**				

– These gloves are cheaper than those.
– Yes, but those are better than these.

The dress is more expensive than the skirt.
The T-shirt is less expensive than the sweater.

11 Is it more expensive? (Tracks 62-64)

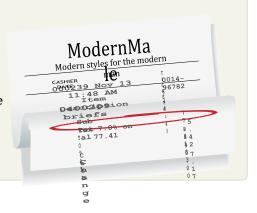
1 . The blouse is a little too big. But the clerk has a ____________ size.
The customer would like a ____________ skirt.

2. The Office Exchange is on Walnut Street. That's ____________ for the man.
The store is ____________, but it's ____________.

3. John thinks Stella is ____________ than Antonio's. Stella isn't ____________, but it's ____________ than Antonio's.

Culture Corner

Does the price include tax?
In Australia and New Zealand, the price of many things people buy includes the GST (Goods and Services Tax). In the U.K., the price includes the VAT (Value Added Tax).

But in Canada and the U.S., the price doesn't include a tax. There, many places add a tax (GST in Canada or sales tax in the U.S.) when you buy an item. The percentage (%) they add can change from city to city or state to state.

12 I'll take it!

– How does the dress fit?
– It's perfect. I'll take it.
– Great. How would you like to pay?
– Cash, please.
– Thank you. Here is your change and your receipt.

– How are the shoes?
– They're very comfortable. I'll take them.
– And how would you like to pay?
– With a credit card, please.
– We take American Express, Visa, and MasterCard.

13 Who says it?

Do you have this in a larger size?

Do you take credit cards?

Do you wear small, medium, or large?

How would you like to pay?

Do you sell ...?

What size do you wear?

How does that fit?

Would you like to try it on?

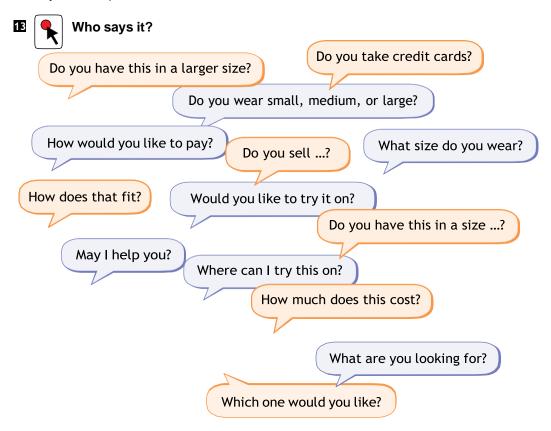
Do you have this in a size ...?

May I help you?

Where can I try this on?

How much does this cost?

What are you looking for?

Which one would you like?

Chapter Summary

Vocabulary & Expressions

shop / sales clerk
to sell, to shop (for)
to buy
T-shirt
clothes
perfume
gift, souvenir
postcard, stamp
bag / handbag
101-1,000,000
price / price tag
money
wallet
to wear

to try on
socks, shoes
a pair of (gloves)
jeans, pants
shorts
sunglasses
gold, silver
to look (at)
to cost
expensive, cheap
size / size tag
S / M / L / XL
skirt, dress
jacket, sweater

to fit, fitting room
more / less comfortable
cash, credit / debit card
to pay (for / with)
receipt, change
May I help you?
I'm just looking.
I'm looking for … / I'd like to buy …
Do you sell …?
Anything else?
Can I try … on?
I'll take it.
How would you like to pay?
Do you take credit cards?

Grammar

- **Does Mrs. Bennett buy many clothes?**
– She buys a lot of dresses.
She doesn't buy many jackets.
She buys a few skirts every year.

- **How many stamps are in your wallet?**
– There are a lot. / There aren't many.
There are a few. / There aren't any.

- **How does the T-shirt fit?**
– It's too small.
It's not big enough.
Can I try on a bigger one?

- **How does that one fit?**
– It's bigger than the other one. / It's perfect.

- **Which is better?**
– The green one is.
This one is. / That one is.
This pair is more comfortable than that one.

- **Does Mr. Bennett have a lot of time?**
– He has a lot of time in the evening.
He doesn't have much time during the day.
He has just a little time in the morning.

- **How much money is in your wallet?**
– There is a lot. / There isn't much.
There is a little. / There isn't any.

- **How do the shoes fit?**
– They're too small.
They're not big enough.
Can I try on some bigger ones?

- **Are they better?**
– Yes, they're more comfortable than those.

Pants are longer than shorts.
Silver is less expensive / cheaper than gold.
New York is bigger than San Francisco.
Montreal is older than Toronto.

Use Your English!

- Sizes are not the same in every country. On the Internet, find a size chart (search for "size conversion chart"). What's your size in the U.S.? the U.K.?
- Go to an online store and find one or two things you would like. What colors and sizes do they come in? How much do they cost? How can you pay for them?
- Imagine you have $1,000 to buy new clothes. What would you buy?

Answer Key

Reading: Mrs. Miller is buying a gift

Mrs. Miller: How much is this necklace?
Sales clerk: Let's see … It's $59. Would you like to try it on?
Mrs. Miller: No, it's not for me. It's for my daughter. Tomorrow is her birthday. Do you have earrings to go with it?
Sales clerk: Yes, we do. Here you are. They're $38.
Mrs. Miller: I'll take them —— the earrings and the necklace.
Sales clerk: Would you like me to gift-wrap them?
Mrs. Miller: Yes, please.
Sales clerk: And how would you like to pay?
Mrs. Miller: Cash, please.
Sales clerk: Thank you. Here's your change and receipt.

Complete the sentences

1. Mrs. Miller is buying some_____.
   a. clothes b. souvenirs c. jewelry

2. She's buying a gift for_____.
   a. a co-worker b. her daughter c. her mother

3. The necklace costs_____.
   a. fifty-nine dollars b. ninety-five dollars c. almost six hundred dollars

4. Mrs. Miller is buying_____to go with the necklace.
   a. an earring b. a pair of earrings c. a watch

5. She_____.
   a. is paying cash b. is paying with a credit card c. isn't buying the necklace

Writing: Write the questions for 1–5 above

1. What ?
2. Who ?
3. How ?
4. What ?
5. How ?

Would you like to leave a message?

Topics	Speaking Goals	Grammar
Telephone expressions Telephone messages	Make a phone call Leave, take, and give someone a message Explain why you missed a call Call someone back	*I'm calling to cancel …* *Ask / tell … to …* Requests with *could* *was / were* Simple past of regular verbs: *called, answered,* etc.

In this chapter, you will …

- **Make a phone call**

The phone is ringing. Mark Wilson picks up the phone.

He answers the phone. / He's taking the call.

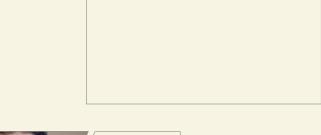
Mark finishes the call and hangs up (the phone).

- **Leave, take, and give someone a message**

Who called?
Why did she call?

- **Explain why you missed a call and call someone back**

I'm sorry I missed your call. I was in a meeting all morning.

Chapter 10

Make a phone call

1 This is Ed Taylor

saying who you are	Hello. This is Edward Taylor. Hello, Janet. This is Ed Taylor. Hi, Janet. This is Ed.
saying who you'd like to talk to	May I speak to Mr. Bennett, please? Can I speak to Charles? Is Chuck in?
asking the caller to wait	Just one moment, Mr. Taylor. Of course, Mr. Taylor. Just a moment. Sure, Ed. Just a second.

2a Who's calling, please?

– Good morning, ArTex Enterprises. Christine Baker speaking.
– I'd like to speak to Mr. Hayes, please.
– May I ask who's calling?
– My name is John Morris.
– Just a moment, Mr. Morris.

– Sam Hayes.
– Mr. Hayes, this is Christine in reception. John Morris is on the line for you.
– Thank you, Christine. Put him through.

– Mr. Morris? Thank you for holding. I can put you through to Mr. Hayes now.

2b I need to cancel our appointment

I'm calling	**to confirm**	our appointment.
I want	**to change / reschedule**	the time.
I need	**to cancel**	my trip.

3 Why are they calling? (TrackS 65-67)

1 . Brad ______ to ______ the meeting.

2. Sylvia ______ to ______ her appointment.

3. Martin ______ to ______ his appointment.

Leave a message

4 Wrong number

– Hi, I'd like to speak to Mike, please.
– Mike who?
– Is this 555-9568?
– No, it's 555-9586.
– Sorry. Wrong number.

– Hello?
– Hello, is this the Middleton Public Library?
– I'm sorry. You have the wrong number.
– I'm sorry.
– No problem. Good-bye.

5 Marcia? She's away from her desk

Marcia is	not available out (of the office) in a meeting on another line not in (the office) at lunch away from her desk	at the moment. right now.	She's	not in out not here away out of town	this week. today.
			She can't	take your call. / come to the phone.	

– Hello. This is Brian Morgan from GBH. I'd like to speak to Marcia Powers, please.
– I'm sorry, Mr. Morgan. Marcia isn't available right now. Would you like to leave a message?

Ask Tell	her him them	to call me to phone me to meet me	at my office. this afternoon. at the station at 5.	Tell	her him them	(that) the meeting is canceled. (that) I'd like to reschedule our trip. (that) I can't leave before 7:00 p.m.

– Hi, Paul. Is Richard in?
– No, I'm sorry, Amanda, he's out with a client. May I take a message?
– Please ask him to call me.

– May I speak to Janet Evans?
– She's on another line. May I help you?
– This is Linda Ross. I have a 2:00 appointment with her. Would you tell her that I have to cancel it?

6 Please ask her to call me back (Track 68)

Lisa,

________ called at 11:30. He can't ________ you on ________. He wants to ________. His cell phone number is ________. He wants you to call him ________.

Take a message

7 Could you spell your name, please?

Can I have your name?	☐	**Could** I have your name?
Can you spell that for me?	☐	**Could** you spell that for me?
Can you give him a message?	☐	**Could** you give him a message?
Can you tell him I called?	☐	**Could** you tell him I called?
Can you ask her to call me?	☐	**Could** you ask her to call me?

8 Yesterday was the 9th

MON	TUE	WED	THU	FRI	SAT	SUN
7 7:30 yoga	8 6 pm tennis W/ Carla	9	10	11 7:45 Ed and Tina	12	13 7:00 Mary's birthday party

Today is Thursday, October 10th.
Yesterday was Wednesday, the 9th.
The day before yesterday was Tuesday.

October 2nd was **last week**.
Last month was September.
My 35th birthday was **last year**.

TODAY		YESTERDAY
Where are you?	☐	Where **were** you?
I am in New York. I'm not in Boston.	☐	I **was** in New York. I **wasn't** in Boston.

– Was Nathalie out of town yesterday?
– Yes, she was. She was in Paris. Our new client has offices there.

– Were you in the office last week?
– No, I was on vacation. My family and I were at my parent's home in Vancouver.

9 Where were you yesterday? (Track 69)

1. Bill was____yesterday. ◯ a. in the office ◯ b. away
2. He was in____. ◯ a. town ◯ b. Houston
3. He____with Mr. Peterson. ◯ a. was ◯ b. is
4. Bill and Mr. Peterson were at____. ◯ a. a restaurant ◯ b. a client's office
5. They were there from____to____. ◯ a. 10 a.m. / 8 p.m. ◯ b. 8 a.m. / 10 p.m.
6. They're going back next____. ◯ a. month ◯ b. week

Give someone a message

10 Did Jason call?

Did	I you he she we they	**call?**	Yes,	I you he she we they	**did.**	No,	I you he she we they	**didn't.**

– Did you call Ben yesterday?
– Yes, I did. /
No, I didn't.

– Did the Mitchells call us?
– Yes, they did. /
No, they didn't.

– Did you call me at 3 a.m.?
– No, I didn't. Sandra did. /
Yes, I did. Sorry!

11 Any calls while I was out?

Greg was out of the office from 10 a.m. to 2 p.m.
Between 10 a.m. and 2 p.m., three people called.

☐ Three people called while he was out.
☐ He missed three calls.

– Any messages?
– Yes, Jack called about half an hour ago.

– Any calls while I was out?
– Pat returned your call.
– Great. I can call her now.

– Amy called.
– What did she want?
– She'd like to see you next week.

12 What did you do?

I	call**ed** him.	I		call him.
You	return**ed** my call.	You		return my call.
He	miss**ed** a call.	He		miss any calls.
She	answer**ed** the phone.	She	**didn't**	answer the phone.
We	schedul**ed** an appointment.	We		schedule an appointment.
They	cancel**ed** the meeting.	They		cancel the meeting.

– Who called?
– Janice did.

– Who scheduled the appointment?
– Mr. and Mrs. Parker did.

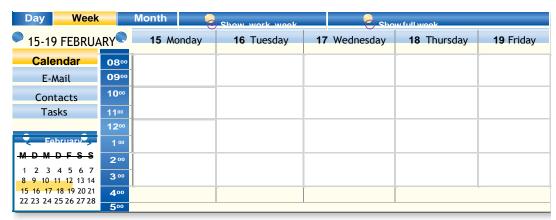
– Who canceled the meeting?
– You did.

13 Sorry I missed your call (Tracks 70-72)

1. Steven ______ Mark's call yesterday because he ______ out of the office. Mark ______ to talk to him about a new sales strategy.

2. Ken Sullivan ______ Mike Madsen this morning. Mr. Madsen ______ at the new sales software last week. He ______ a presentation for next Monday, and he ______ Ken to join them.

3. Susan just ______ to the C.E.O. of GenTek. She ______ him the project documents.

14 What's a good time for you?

Chapter Summary

Vocabulary & Expressions

(telephone) line
caller
on the line, on another line
busy / free
to hold
to put … on hold, to be on hold
to put … through (to …)
to hang up
to schedule
to change
to cancel
because

to take a call
away (from one's desk)
to ask / tell … to …
to call … back
to want / need to
to take / leave a message
to give … a message
yesterday
the day before yesterday
last week / month, etc.
to miss / return a call
out of town / the office

What do you do when …?
May I ask who's calling?
Why (not)?
You have the wrong number.
Where was / were …?
When did … call?
Who called …?
What did … do?
while … was / were out
Sorry I missed your call.
I'm returning your call.

Grammar

- **I'm calling to cancel my appointment.**

– One moment, please.

– I'm calling to confirm my appointment.
– What is your name?

– Are there any messages for me?
– Peter called to reschedule your meeting.

- **Where were you last week?**

– I was in Tampa. / We were in Austin.

– Where was your son?
– He was at home.

– Were you and Carla home last night?
– I was, but Carla wasn't. She was at work.

- **When did you call?**

– I called at 8:30.

– Who did Phillip talk to yesterday?
– He talked to his boss.

- **Did …?**

– Did you call me yesterday?
– Yes, I did. / No, I didn't.
Yes, we did. / No, we didn't.

- **Would you please ask Mr. Simmons to call me?**

– Certainly.

– Please tell Mary to hold.
– Mary, Frank asked me to tell you to hold, please.

– Did anyone call?
– Peter asked me to change your meeting to Friday.

- **Was Jane in her office when you called?**

– Yes, she was. / No, she wasn't.

– Were Kelly and Eric home last night?
– Yes, they were. / No, they weren't.

– Where were we the day before yesterday?
– You were in London and I was in Washington.

- **What did you do yesterday afternoon?**

– I stayed home. / I worked. / I answered e-mail.

– How many calls did you miss yesterday?
– I missed three calls. / I didn't miss any calls.

- **Who …?**

– Who answered the phone?
– Karen answered the phone. / Karen did.
– Who returned your call?

Use Your English!

- Write a journal entry of what you did last week using the simple past tense.
- Write an e-mail saying why you couldn't attend a meeting yesterday.
- Write a message you can leave for someone if you get his or her voicemail. Record it.

Answer Key

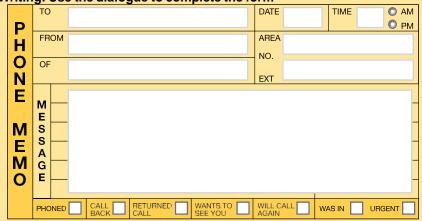
Reading: May I take a message?

Ms. Brooks:	Hello, Dr. Walker's office.
Mr. Soto:	Hello. May I speak to Dr. Walker, please?
Ms. Brooks:	I'm sorry. He's in a meeting. May I ask who's calling, please?
Mr. Soto:	This is Arturo Soto from BioMed Labs.
Ms. Brooks:	Hello, Mr. Soto. This is Kelly Brooks. I'm sorry, but Dr. Walker is leaving right after the meeting. He's back in the office tomorrow. May I take a message?
Mr. Soto:	Yes, could you ask him to call me this evening? I'd like to speak to him today.
Ms. Brooks:	Does he have your number?
Mr. Soto:	I don't think so. It's 312-555-4907.
Ms. Brooks:	Thank you, Mr. Soto. Good-bye.

Writing: Use the dialogue to complete the form

PHONE MEMO

TO
DATE
TIME
AM
PM
FROM
AREA
NO.
OF
EXT
MESSAGE

PHONED
CALL BACK
RETURNED CALL
WANTS TO SEE YOU
WILL CALL AGAIN
WAS IN
URGENT

1 . Why didn't Dr. Walker take the call?

2.Was Dr. Walker free or busy in the afternoon?

check it out!

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What do you want to do this weekend?

Topics	Speaking Goals	Grammar
Seasons and weather	Describe the weather	*in three weeks; for two days*
Weather reports	Say what you like to do	*like / want to*
Weekend travel plans	Make plans to go out	*anything, something, nothing, everything*
Outdoor leisure activities	Describe your plans	*too, not either*

In this chapter, you will …

- **Describe the weather and say what you like to do**

The weather is …

sunny	hot
cloudy	warm
windy	cool
rainy	cold
snowy	

in …

winter	summer
spring	fall / autumn

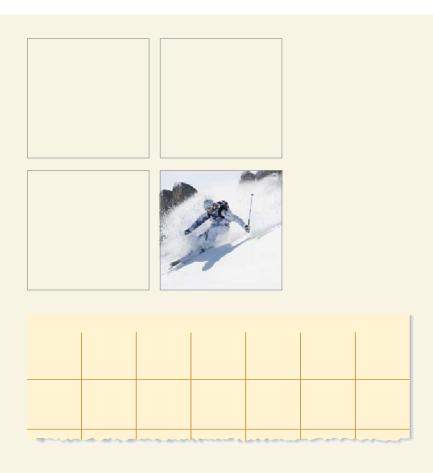
We like to …

go walking
go skiing
go running
play golf

- **Make plans to go out and describe your plans**

SUN	MON	TUE	WED	THU	FRI	SAT
15	16	17	18	19	20 *6:30 a.m. leave for Orlando*	21 *Orlando*
22 *8:00 pm return from Orlando*	23	24	25 *business trip - Seattle*	26	27	28

Sophie is going to Orlando. She's leaving in a few hours.
She's coming back in three days.

Chapter 11

Describe the weather

1 What's the weather like?

Tip!

rainy / snowy = usual weather
R April is a rainy month.
R January is a snowy month.
raining / snowing = weather now
R It's raining / snowing now.

– What's the weather like today?
– It's sunny.

– Look outside. Is it raining?
– No, it's not raining. It's snowing.

– What's the weather like here in March?
– It's usually rainy and windy.

2 How hot is it? (TracK 73)

1 . Today, the weather in Toronto is ____________ and ____________. The temperature is ____________.

2. In Orlando, the temperature is ____________ today. The weather is ____________ and ____________.

°F = degrees Fahrenheit
°C = degrees Celsius
-5° = minus five degrees
five degrees below (zero)

3 How's the weather?

hot
warm
cool
cold

F C
95° 35°
68° 20°
32° 0°
-4° -20°

high
low

– It's hot today.
– How hot is it?
– It's 98°F. / It's 37°C.

– How cold is it?
– It's very cold.
It's 14°F. / -10°C.

It's 65° today.
Yesterday's high (temperature) was 75°.
Yesterday's low was 55°.

Say what you like to do

What's your favorite season?

– When do you go on vacation?
– I always go on vacation in summer. It's my favorite season.

– I don't like winter.
– Why not?
– It's cold, cloudy, and gray.

5 **What do you like to do?**

... in winter?

... in spring and summer?

Do you like to go swimming?

Do you like to play tennis?

6 I like to ski, too!

– I like to ski.
– I like to ski, too. / I do, too.

– I don't like football.
– I don't like it, either. / I don't, either.

– I'm not playing tennis this weekend.
– I'm not, either.

Make plans to go out

  What do you want to do?

– What do you want to do this weekend?
– Let's go for a drive in the countryside.

– Do you want to go fishing tonight?
– OK. Let's call Eva and Bill. They like to play.

8 Let's go out to eat (Tracks 74-76)

A.

What did the man want to do?

Why aren't they doing that?

What are they doing instead?

B.

What did the woman want to do?

Why aren't they doing that?

What are they doing instead?

C.

What did the woman want to do?

Why aren't they doing that?

What are they doing instead?

9 There's nothing to do!

Are you doing **anything** tomorrow?	Yes, I'm doing **something** with Paul and Melissa. No, I'm not doing **anything**.
What are you doing Friday night?	**Nothing**. How about you? I'm not doing **anything**.
Are you going shopping tomorrow?	I can't. **Everything** is closed. No, I'm not. **Nothing** is open.

– Are you doing anything Friday night?
– No, I'm not doing anything. Why?
– Would you like to go to a concert with me?
– I'd love to.

– Let's go shopping.
– We can't. Everything is closed today.
– I'd like to do something.
– OK. Let's go for a bike ride.

– Would you like to do something this weekend?
– Yes, that would be great. What do you want to do?
– How about a visit to the new art museum?
– Sounds great!

– I have nothing to do this weekend.
– Would you like to do something with us?
– Sure. What do you want to do?
– Let's go playing.

10 Are you going away for the weekend?

Let's go to a ski resort!

I'd like to go to an amusement park.

Why don't we go to the beach?

Today is Monday. We're leaving Friday. □

We're leaving **in** four days.
We're coming back **on** Sunday.
We're staying there **for** two nights.

– Are you going away for the weekend?
– Yes, we're going to Elkton Ski Resort.
– When are you leaving?
– We're leaving in a few hours.

– Did you hear? Nancy is in town.
– Really? How long is she staying?
– Just a few days. She's going home on Sunday.
– Let's take her out to dinner tomorrow night.

11 My favorite season

12 What are we doing next week?

Chapter Summary

Vocabulary & Expressions

sunny, cloudy
windy
rainy, snowy
raining, to rain
snowing, to snow
hot, warm
cold, cool
degrees (°C / °F)
minus
high, low
weather report / forecast
spring, summer
fall (autumn), winter
season, in + *season*

to (not) like, to like to, favorite
sport, to play a sport
to play tennis, soccer, golf
to go skiing, skating
snowboarding, running
swimming, sailing
too, not either
in the mountains
countryside, ocean
to go for a drive / walk
bike ride, picnic
to stay home, to go out
to go to (the library)
play, concert, museum

to go playing
instead, ~ of …
beach, at the ~
ski resort
amusement park
to go away
How hot / cold is it?
How's the weather?
I like …, but I don't like …
I'd love to!
That's too bad.
There's nothing to do.
Everything is (closed).
Nothing is (open).

Grammar

- **What do you like to do in summer?**
– I like to go to the beach in summer.
– How long do you stay?
– I like to go for a week or two.

- **Do you like golf?**
– Yes, I do. I play every weekend.

- **What do you like to do?**
– I like to play tennis. Do you want to play?
– Not today. It's too hot.

- **What's the weather like?**
– It's cloudy and cool.
It's hot and sunny.

- **The weather is bad. There's nothing to do.**
– We can go to the library.
– Is there anything to see?
– That new documentary is playing at the Odeon.
– Great. I really want to see it.

- **How long are you staying at the ski resort?**
– We're just going for the weekend.
– When are you leaving?
– We're leaving in two hours.

- **Do you like to go swimming?**
– Yes, I do, but I don't like to go when it's cold.

- **What do you want to do?**
– I want to go for a walk, do you?
– I do, too. It's a beautiful day!

- **What does the weather forecast say?**
– It says windy all day with a low of 42°.
They say sunny and warm with a chance of rain.

- **Are you doing anything this weekend?**
– No, nothing much. Why?
– I have tickets for the jazz festival. Do you want to go?
– I'd love to. When is it?
– It starts at 3 p.m. on Saturday.

Use Your English!

- Watch the weather report on an English-language news channel or find a weather report on the Internet.
- Make a list of things you like to do. What are these things called in English? Look up the words.
- Pick up an English-language guide for your city. Find one or two activities you like. Write about them.

Reading: And now for the weather …

Good morning to all our listeners! It's a beautiful summer day here in Millersville. The sun is shining and the sky is blue. There is no rain in the forecast. The temperature is a warm 75 degrees right now, with a high of 85 degrees later this afternoon. The forecast for the weekend looks nice, too. That's our weather for today. Have a great day.

Answer the questions

1 . It's a_____day.
   a. cold fall   b. cool spring   c. warm summer

2. There_____clouds in the sky.
   a. are a few   b. are a lot of   c. aren't any

3. The temperature is_____now.
   a. 75°   b. 85°   c. 95°

4. There is_____rain in the forecast.
   a. a lot of   b. no   c. a little

5. The forecast for the weekend is_____.
   a. high   b. bad   c. good

Writing: Describe the weather in your city

Our weather today is

Yesterday's weather was

Review

Now you can ...!

- Describe your plans
- Make plans to go out
- Say what you like to do
- Describe the weather
- Call someone back
- Explain why you missed a call
- Leave, take, and give someone a message
- Make a phone call
- Make a purchase
- Compare items
- Talk about prices and sizes
- Ask for items in a store
- Say where you are going and how
- Ask for and give directions
- Ask and say where places are
- Make appointments
- Talk about schedules
- Ask for and give the date

Action Module 1 Role Card A

Today is Monday, June 2. You'd like to have lunch or dinner with a friend before you go on vacation. You usually work during the week from 9 to 5, but you are often free for lunch or dinner. Look at your calendar and then call your friend and ask him / her out to lunch or dinner.

JUNE

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4 *12-3 meeting*	5 *lunch with Martin*	6	7 *11-1 tennis*
8 *Shopping with Sandra, 8 pm*	9	10	11	12	13	14
15	16	17 *VACATION*	18 *VACATION*	19 *VACATION*	20	21

Use some of this language:

- Are you free …?
- When …?
- next (week)
- leaving
- in (two weeks)
- coming back
- (not) available
- tomorrow

Action Module 2 Role Card A

You're on Adams Lane. You're looking for Bella's Restaurant. You don't know the street address, but you know it's near Adams Lane. Ask someone on the street.

Use some of this language:

- Can you tell me where …?
- Could you repeat that?

Action Module 1 Role Card B

This is your appointment calendar for June. Today is Monday, June 2. You work during the week from 9 to 5, but you are often free for lunch or dinner. Your phone is ringing. Answer it.

JUNE

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 *guitar class 6:30 pm*	3 *meeting - 9-11*	4	5 *dinner with client - 7 pm*	6	7 *"Rent" 7:30 pm*
8 *10-4 museum*	9 BUSINESS TRIP	10	11	12	13	14
15	16 *guitar class 6:30 pm*	17	18	19	20	21

Use some of this language:

When …? | Where …? | leaving | the day after tomorrow
How about … instead? | I'm busy … | coming back | for a week

Action Module 2 Role Card B

You're on Adams Lane. You live in the area and know it well. There is a park on Woodland Avenue one block away. There is also a very good museum on Clark Street. Bella's restaurant is next to the museum.

Use some of this language:

- Yes, it's on …
- It's on the right / left.
- Go … block(s).
- Turn right / left.

Action Module 3 Role Card A

You work in a small gift shop at the airport. It's the only one at the airport. This morning, a large group of students from another country was in the shop. Now you have almost nothing to sell. This is what you have:

• souvenir baseball caps	(small child sizes only)	€10.00 / $13.00
• souvenir T-shirts	(XS, M, XL sizes only)	€15.00 / $19.50
• souvenir shirts	(size S only)	€20.00 / $26.00
• souvenir posters		€ 8.00 / $10.50

Use some of this language:

• May I help you? • I'm afraid we're out of ... • We only have that in ...

Action Module 4 Role Card A

You are the new Area Manager for a large European company. You are going to London on September 20th. You are staying for three days. You have appointments in the morning on September 20th, 21st, and 22nd. You would like to see your client, David Carter, at Emblem PLC on September 21st in the afternoon. Call his office and make an appointment.

Use some of this language:

• I'm calling to ... • Is he available...? • That's (not) good for me.

Action Module 5 Role Card A

It's spring and the weather today is rainy and cool. You looked at the weather report online: rainy on Saturday, but sunny and warm on Sunday. You'd like to go for a bike ride on Sunday. On Saturday, you'd like to go out to eat or go to the library. Your phone is ringing. Answer it.

Use some of this language:

• Would you like to ...? • How about ...? • instead

Action Module 3 Role Card B

You are on a business trip in another country. You always buy souvenirs for your children when you go to another country. Your son asked you to buy a souvenir baseball cap. Your daughter asked for a souvenir T-shirt (size small).

You were very busy and didn't buy anything while you were in town. Now you are at the airport. There is only one small gift shop at the airport. Go into the shop and buy souvenirs for your children.

Use some of this language:
• I'm looking for … • Do you have … in …? • How much is …?

Action Module 4 Role Card B

You work at Emblem PLC in London. You are the assistant to David Carter, the sales director at Emblem. Mr. Carter is in a meeting now, but you have his schedule:

Answer the phone.

Use some of this language:
• (not) available right now • He's available … • Would … be all right?

Action Module 5 Role Card B

It's spring and the weather today is rainy and cool. You'd like to go out with your friend this weekend, but you don't like rainy weather. Call your friend. Ask him / her what he / she is doing this weekend and make plans.

Use some of this language:
• Are you doing anything …? • Do you want to …? • Let's …

Your Turn

1 **A:** Talk about your schedule this week. Are you busy all week? What are you doing tomorrow? And the day after tomorrow? How many appointments do you have? Who are the appointments with?

B: Ask your teacher (or a classmate) about his / her schedule next month. What is he / she doing next month? Is he / she going on any trips? What is he / she doing on the weekends?

2 **A:** Talk about your favorite place in the city. What is it? Where is it? Why do you like it? How often do you go there? How do you get there?

B: Ask your teacher (or a classmate) about a favorite museum. What kind of museum is it? Where is it? How much does it cost to visit the museum?

3 **A:** Talk about what you buy when you are in another country. Do you buy gifts for family and friends? Do you like to buy souvenirs? What kinds of souvenirs do you have? From where?

B: Ask your teacher (or a classmate) about shopping for gifts. Who does he / she usually buy gifts for? What kinds of gifts does he / she buy? Where does he / she like to go shopping for gifts?

4 **A:** Talk about your phone calls. Do you get many calls every day? Who leaves messages for you? Do you make many calls? Who do you leave messages for? How many calls do you make every day? Who do you talk to?

B: Ask your teacher (or a classmate) if he / she missed any calls today or yesterday. Who called? Did they leave a message? What was the message? Why did he / she miss the call? Did he / she call the person back? When?

5 **A:** Talk about what you like to do when the weather is cold or rainy. Do you go out or do you stay in? Which do you prefer, winter or summer? Why?

B: Ask your teacher (or a classmate) what he / she likes to do when the weather is nice. Does he / she like to play sports? Which sports? What other (outdoor) activities does he / she like?

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CHAPTER 1

TRACK 1 | ACTIVITY 5
– Hello. My name is Kevin Davis.
– I'm Patricia Jackson. Nice to meet you.
– Nice to meet you, too, Ms. Jackson.
– Where are you from?
– I'm from Boston. And you?
– I'm from Orlando.

TRACK 2 | ACTIVITY 7 | Message 1
– Hello. This is 212-555-6891. Please leave a message.
– Hi, Linda. This is Charles Brady. Please call me back. My number is 908-555-7784. Thank you. Bye.

TRACK 3 | Message 2
– This is Thompson Limited. Please leave your name and number. Thank you.
– Hello, this is Mr. Tanaka from GenTek. My number is 312-555-8607. Please call me back. Thank you. Good-bye.

TRACK 4 | ACTIVITY 13 | One
– What's your name, please?
– Jason Saunders.
– Is that "Summers?"
– No, it's "Saunders."
– How do you spell that?
– S-A-U-N-D-E-R-S.

TRACK 5 | Two
– Is this 234-4335?
– No, it's 234-4345.
– I'm sorry. Wrong number.

TRACK 6 | Three
– What city are you from?
– I'm from Wheaton.
– I'm sorry. How do you spell that?
– W-H-E-A-T-O-N.

TRACK 7 | Four
– What's your address?
– Two oh seven six Main Street.
– 276 Main Street?
– No, two – zero – seven – six Main Street.
– Got it. Thank you.

CHAPTER 2

TRACK 8 | ACTIVITY 6 | A
– I have short, curly, brown hair. My eyes are brown.

TRACK 9 | B
– I have a beard and long, brown hair.

TRACK 10 | C
– I have short, blond hair and green eyes.

TRACK 11 | D
– I have short, straight hair and glasses. And I have a moustache.

TRACK 12 | ACTIVITY 9 | One
– How old are you, Tom?
– I'm 40 years old today.
– Happy birthday!

TRACK 13 | Two
– Are you married, Susan?
– Yes. And I have a son and two daughters.
– Really? How old are they?
– My son is 6 years old and my daughters are 2 and 3.

TRACK 14 | Three
– Who's this in the picture?
– That's Sharon's son, Brian.
– He's tall! How old is he?
– He's 18.

TRACK 15 | ACTIVITY 12 | A
– What does your daughter look like?
– She has blond hair and green eyes. She's very pretty.
– Is she tall or short?
– She's tall.
– And how old is she?
– She's young. She's 21 years old.

TRACK 16 | B
– What does your friend Mark look like?
– He's tall, and he has black hair and brown eyes.
– How old is he?
– He's my age, 36.
– Is he married?
– Yes, and he has two children.

CHAPTER 3

TRACK 17 | ACTIVITY 8
– I'd like some juice, please.
– What kind of juice would you like?
– Do you have tomato juice?
– I'm sorry. We don't have any tomato juice.
– What kind of juice do you have?
– We have orange, grape, and apple.
– A glass of grape juice, please.

TRACK 18 | ACTIVITY 11 | A
– Good morning. What would you like?
– I'd like two fried eggs and some toast, please.
– Would you like coffee or tea?
– Tea, please.
– How would you like your tea?
– With milk and sugar, please.

TRACK 19 | B
– What would you like for lunch?
– The steak and cheese sandwich, please.
– Would you like soup or salad with that?
– Soup, please.

TRACK 20 | C
– What would you like?
– Two cups of coffee, please.
– And some ice cream.
– What kind would you like?
– Vanilla, please.
– OK. I'll have that for you right away.

TRACK 21 | D
– What would you like?
– I'd like the grilled salmon.
– Would you like French fries or rice with the salmon?
– I'd like rice, please.
– Great. And to drink?
– A glass of juice, please.
– Very good, sir.

CHAPTER 4

TRACK 22 | ACTIVITY 6 | One
The map is under the clock.

TRACK 23 | Two
The pens are on the desk.

TRACK 24 | Three
The lamp is on the wall.

TRACK 25 | Four
The printer is on the floor.

TRACK 26 | Five
The picture is next to the map.

TRACK 27 | Six
The cell phone is in the drawer.

TRACK 28 | ACTIVITY 10 | One
– What is Mike doing?
– He's eating lunch.

TRACK 29 | Two
– What are you doing, Isabelle?
– I'm reading the newspaper.
– Which newspaper is it?
– It's *The Guardian*. It's a British newspaper.

TRACK 30 | Three
– Where are your children, David?
– They're in their room.
– What are they doing?
– I think they're watching TV.

TRACK 31 | Four
– What is Karen doing?
– She's on the phone. She's speaking to a customer.

CHAPTER 5

TRACK 32 | ACTIVITY 2 | One
– What time is it, Lynn?
– It's 12:20. Almost lunch time.
– Great. What are we having?

TRACK 33 | Two
– Excuse me. Do you have the time?
– Sorry?
– What time is it, please?
– Oh, it's 3:15.
– Thank you very much.

TRACK 34 | Three
– Excuse me. What time is it?
– I'm sorry. I don't have a watch.
– Thanks anyway.
– Wait. There's a clock on that building over there. Let's see. It's ten thirty-five.
– Thank you.

TRACK 35 | Four
– This is the office of Dr. James Langley. Please leave a message.
– Hello, this is Arlene Simms. It's just after 8:00 on Monday morning. My number is 555-8926. Please call me back as soon as possible.

TRACK 36 | Five
– Is it time to go?
– No, not yet. It's only six forty-five.
– Oh, we still have half an hour then.

TRACK 37 | ACTIVITY 14b | One
– I'd like to speak with the director, please.
– I'm sorry, he doesn't get here until 8:30, but he's meeting a client today.
– What time does he go home?
– He usually goes home at 6 p.m.
– OK.

TRACK 38 | Two
– That's a nice photo. Is that your wife?
– Thank you; yes, it's my wife, Sandra.
– What does she do?
– She's a sales rep for a computer company.
– Does she work long hours?
– No, she works eight hours a day, five days a week.

TRACK 39 | Three
– Do you and your wife have time for lunch this weekend?
– I do, but my wife works from 6 a.m. to 6 p.m. on Saturdays and Sundays.
– What does she do?
– She's a doctor. She works at Jefferson Hospital downtown.

CHAPTER 7

TRACK 40 | ACTIVITY 2 | One
– What's New Year's Eve?
– It's the day before New Year's Day – December 31st.

TRACK 41 | Two
– Is Australia Day on the 25th of January?
– No, it's on the 26th.

TRACK 42 | Three
– What holiday is March 17th?
– March 17th is Saint Patrick's Day!

TRACK 43 | Four
– Earth Day is on the 22nd of April.
– Really? That's my wife's birthday!

TRACK 44 | Five
– When is Thanksgiving?
– It's on the 4th Thursday in November. This year it's on November 21st.

TRACK 45 | Six
– When is Canada Day?
– Canada Day is the first of July.

TRACK 46 | Seven
– Is Mother's Day in March in the US?
– No, for us, Mother's Day is on the second Sunday in May.

TRACK 47 | Eight
– Is there a Father's Day, too?
– Yes, of course, there is! Father's Day is on the third Sunday in June.

TRACK 48 | ACTIVITY 10 | A
– Good afternoon. Rick Morgan speaking.
– Hi, Rick. This is Carla from Sales.
– Hi, Carla. What can I do for you?
– I'd like to talk to you about our new sales strategy. Are you available Thursday or Friday?
– Just a moment. Yes. How about Thursday at 10 o'clock?
– That's perfect. Let's meet in my office.
– Sounds good. See you then.

TRACK 49 | B
– Good morning. Fairview Clinic. This is Melissa. How may I help you?
– Hi, Melissa. This is Lee Simpson. I'd like to make an appointment with Dr. Miller.
– Certainly, Mr. Simpson. Dr. Miller's next available appointment is Wednesday the 23rd at 9 a.m. Is that all right?
– Wednesday, the 23rd at 9 o'clock? Yes, that's fine. Thank you.
– You're welcome. Good-bye.

CHAPTER 8

TRACK 50 | ACTIVITY 4 | One
– Excuse me. Where is the Lone Star Restaurant?
– It's on the corner of Pacific and State Streets, behind the Plaza Hotel.

TRACK 51 | Two
– Is there a taxi stand around here?
– I think there's one in front of the train station.

TRACK 52 | Three
– Is the Stanton Hotel far from here?
– Yes, it is. It's near the airport.
– I see. Is there another hotel around here?
– Yes, there's the Madison Hotel on Market Street.

TRACK 53 | Four
– Excuse me. Is there a bookstore near here?
– Yes, next to the supermarket on Main Street.

TRACK 54 | Five
– Excuse me. I'm looking for the art museum.
– Which art museum, the Museum of Modern Art or the Gardner Museum?
– The Gardner Museum.
– It's on Fifth Street, across from the park.

TRACK 55 | ACTIVITY 9 | A
– Where are you going?
– To the airport.
– Are you going by car?
– No, I'm taking the subway.

TRACK 56 | B
– Are you going to the station?
– Yes, I am.
– How are you getting there?
– I'm taking a taxi.

TRACK 57 | C
– Where are you going?
– We're going to Santa Fe.
– Are you taking the train?
– No, we're flying.

TRACK 58 | D
– How do you get to work?
– I usually walk or bike to work.
– Every day?
– No, sometimes I take the bus.

CHAPTER 9

TRACK 59 | Activity 2b | One
– Good morning. May I help you?
– Yes, I'm looking for a map of Dublin.
– The maps are over there, next to the postcards.
– Thank you.

TRACK 60 | Two
– Hello. Can I help you?
– Do you sell stamps?
– Yes, we do. How many would you like?
– Two one-dollar stamps, please.

TRACK 61 | Three
– Excuse me. Do you sell aspirin?
– No, we don't, but there's a pharmacy on the corner. You can buy aspirin there.
– Thank you.

TRACK 62 | ACTIVITY 11 | One
– How does the blouse fit?
– It's a little too big. Do you have a smaller size?
– Yes, one moment. Here you are. Is the skirt OK?
– No, I'd like something longer.

TRACK 63 | Two
– Where can I buy printer paper?
– I usually go to the Office Exchange. It's on Walnut Street between 3rd and 4th.
– That's too far. Isn't there anything near here?
– There's a store a few blocks down the street. But it's more expensive.

TRACK 64 | Three
– John, is there a good restaurant near here?
– Yes, Antonio's. It's an Italian place just down the street. And Stella on Washington Avenue is good, too. I think it's better than Antonio's, actually.
– Is it expensive?
– Which one?
– Stella.
– It's not cheap. But it's less expensive than Antonio's.

CHAPTER 10

TRACK 65 | ACTIVITY 3 | One
– Hi, Linda, this is Brad. I want to change our meeting on Wednesday. A client is coming to see me that day. Can we meet on Thursday?
– Sure, Brad. Thursday is fine. What time is good for you?

TRACK 66 | Two
– This is Fred Thompson's voice mail. Please leave a message.
– Hi, Fred, this is Sylvia. I'm sorry, but I have to cancel our appointment next week. I'm flying to Montreal tomorrow morning and coming back on Thursday evening. Please call me back when you have a minute so we can reschedule. Thanks!

TRACK 67 | Three
– Springfield Medical Supplies. Rebecca Shelby speaking. Can I help you?
– Hi, Rebecca. This is Martin Cooper. I'm calling to confirm our appointment next week.
– Let's see. Yes, you're on my calendar for Thursday at 10 a.m. Is that right?
– Yes, perfect. See you on Thursday.

TRACK 68 | ACTIVITY 6
– Prentice Studio. This is Ellen.
– Hello. May I speak to Lisa, please?
– I'm sorry. She's not here right now.
– Can I leave a message?
– Sure. May I have your name?
– Junichi Sato.
– Would you spell that for me, please?
– It's J-U-N-I-C-H-I, then Sato – S-A-T-O. I'm a client.
– Junichi Sato. And the message?
– Please tell her that I can't meet on Friday. I'd like to reschedule.
– Does she have your number?
– I think so, but let me give you my cell phone number. It's (212) 555-2479.
– (212) 555-2479.
– That's right.
– I'll give Lisa your message, Mr. Sato.

TRACK 69 | ACTIVITY 9
– Bill! You weren't at the office yesterday. Where were you?
– I was out of town, in Houston.
– Were you there on business?
– Yes, I was there with Mr. Peterson. We were at ZarChem.
– ZarChem?
– Yes, that's our new client. We were there from ten in the morning to eight at night.
– Wow, that's a long day.
– It sure was. And we're going back next week!

TRACK 70 | ACTIVITY 13 | One
– Hi, Mark. It's Steven. I'm sorry I missed your call yesterday. I was out of the office.
– Hi, Steven. Good to hear from you. I wanted to talk to you about a new sales strategy. Do you have time to meet sometime this week?

TRACK 71 | Two
– Ken Sullivan.
– Hi, Ken. This is Mike Madsen, from Marketing. You called this morning?
– Hi, Mike. Yes, thanks for returning my call. You looked at the new sales software last week, right?
– Yes, I did. It's just what we need.
– Great. Did you schedule a presentation with your team for next week?
– Yes, for next Monday. Can you join us from 10 to 11:30?

TRACK 72 | Three
– Hi, John. It's Susan. I just talked to the C.E.O. of GenTek.
– Really? Did you tell him about our project?
– Yes, I did.
– And?
– He liked it. I just e-mailed him the project documents.
– That's good news. What did he say?

CHAPTER 11

TRACK 73 | ACTIVITY 2
– Hi, Linda. How are you?
– Hi, Sylvia. I'm fine. And you?
– I'm all right, thanks. How's the weather in Toronto?
– It's awful. It's cold and rainy. How's the weather in Orlando?
– Warm and sunny.
– What's the temperature there?
– It's 83°.
– Lucky you! That's more than 25°C. Here it's only 4°.
– Why don't you fly down to Orlando for the weekend?

TRACK 74 | ACTIVITY 8 | A
– Do you want to go for a bike ride on Sunday?
– What does the weather forecast say?
– Let me check. Hmm … they're forecasting rain all weekend.
– Well, let's go to a museum instead.
– All right. How about the Science Museum?
– Sure.

TRACK 75 | B
– Let's go for a picnic in the park tomorrow.
– Did you see the weather forecast?
– No, why?
– Let me show you. The high temperature for tomorrow is just 52°. That's a little too cool for a picnic!
– And today is so warm. Let's go out to eat instead.
– OK. How about the new Chinese restaurant?
– Sounds great.

TRACK 76 | C
– The weather is terrible. Are you sure you want to go playing?
– No, I don't really want to go out in the rain.
– Let's stay home and watch a documentary.
– OK. I'll make popcorn!

CHAPTER 1: PRACTICE

TRACK 1 | EXERCISE 6 | One
What's your phone number?
– What's your phone number?
– It's 885-9034.
– Thank you.

TRACK 2 | Two
– And your cell phone number?
– It's 623-7160.
– 6 - 2 - 3 - 7 - 1 - 6 - 0.

TRACK 3 | Three
– What's your fax number?
– My fax number? It's 518-9634.
– Thank you.

TRACK 4 | EXERCISE 9 | One
How do you spell it?
– Hi, my name is Alicia Cordero.
– Cordero. How do you spell that?
– C-O-R-D-E-R-O.

TRACK 5 | Two
– What's your last name, please?
– Fitzgerald.
– Is that F-I-T-Z-G-E-R-A-L-D?
– Yes, that's right.

TRACK 6 | Three
– Is your last name Okamura?
– No, it's Okumura. O-K-U-M-U-R-A.
– Oh, thank you.

TRACK 7 | Four
– Is your first name Sebastian?
– No, it's my last name.
– How do you spell it?
– S-E-B-A-S-T-I-A-N.

TRACK 8 | Five
– How do you spell your first name?
– It's Y-O-L-A-N-D-E. Yolande.

TRACK 9 | Six
– Your last name is Likhatchev, right?
– Yes, that's right.
– How do you spell it?
– L-I-K-H-A-T-C-H-E-V.

CHAPTER 2: PRACTICE

TRACK 10 | EXERCISE 4 | A
Whose hair is black?
My name is Henry. I have blue eyes and short, curly, black hair. I don't have a beard, but I have a moustache.

TRACK 11 | B
Hi, I'm Ann. I have long, straight, blond hair. My eyes are green. And I have glasses.

TRACK 12 | EXERCISE 8
That's my daughter Lilly
– Who is the girl in the photo?
– That's my daughter Lilly.
– She's so pretty! How old is she?
– She's 13.
– Does her mother have red hair, too?
– No, my wife has brown hair and green eyes.

CHAPTER 3: PRACTICE

TRACK 13 | EXERCISE 3 | A
What would you like?
– What would you like for breakfast?
– I'd like a blueberry muffin and a glass of orange juice.
– Would you like some coffee or tea?
– Yes. Tea with milk and sugar, please.

TRACK 14 | B
– Would you like a hamburger for lunch?
– No, I'd like a chicken sandwich with French fries. And you?
– I'd like soup and a salad.

TRACK 15 | EXERCISE 8 | A
At the restaurant
– May I take your order?
– Yes, I'd like the steak, please. Could I have that with green beans?
– I'm sorry. We're out of green beans. Would you like a salad instead?
– Do you have broccoli?
– Yes, we do. So the steak with broccoli?
– Yes, thank you.

TRACK 16 | B
– Would you like some cake for dessert?
– Could I have ice cream instead?
– Yes, of course. What kind would you like?
– Vanilla, please.
– Would you like some coffee?
– Yes, black coffee, please.

CHAPTER 4: PRACTICE

TRACK 17 | EXERCISE 7 | One
What are they doing?
– What are you reading, Helen?
– I'm not reading.
– Oh, what are you doing?
– I'm writing an e-mail.

TRACK 18 | Two
– Where's Peter?
– He's in his office.
– What's he doing?
– I don't know. He's sitting at his desk.

TRACK 19 | Three
– Are you speaking to me, Rose?
– No, I'm answering Jim's question.
– Oh, OK.

TRACK 20 | Four
– Is this a Japanese book, Candice?
– Yes, my husband and I are learning Japanese.
– How interesting!

TRACK 21 | Five
– Who are Isabel and Frank speaking to?
– To the new client.
– Do they have all their information?
– Yes, they do.

CHAPTER 5: PRACTICE

TRACK 22 | EXERCISE 1 | A
What time is it?
– It's six o'clock.

TRACK 23 | B
– It's two twenty-five.

TRACK 24 | C
– It's nine oh five.

TRACK 25 | D
– It's eight thirty.

TRACK 26 | E
– It's seven forty-five.

TRACK 27 | F
– It's five fifteen.

TRACK 28 | EXERCISE 3 | One
Do you have the time?
– Excuse me. Do you have the time?
– It's 1:13.
– Thanks.
– You're welcome.

TRACK 29 | Two
– What time is it, Linda?
– It's 6:15.
– 6:15? Are you sure?
– Yes, I am.

TRACK 30 | Three
– Is it 12:10?
– No, it's exactly 12:15.
– Thank you.

TRACK 31 | Four
– What time is it?
– It's 8:05. Time for breakfast!

TRACK 32 | EXERCISE 9 | One
Do you work long hours?
– Where do you work, Joanne?
– I manage a restaurant downtown.
– Do you like it?
– Yes, I do. But the hours are long. I work from 6 in the evening to 2 am six days a week.

TRACK 33 | Two
– You're a pharmacist, right, Anthony?
– Yes, I am. I work at a big pharmacy in the city.
– Do you work every day?
– Yes, every day during the week, but I don't work on weekends.

TRACK 34 | Three
– What do you do, Patricia?
– I'm an executive assistant at a German company here in London.
– That sounds interesting. Do you speak German?
– Yes, I speak German and a little Dutch.
– How interesting. Do you work long hours?
– Well, I work from 9 to 5 five days a week, but some days I work late.

CHAPTER 7: PRACTICE

TRACK 35 | EXERCISE 3 | One
When is Halloween?
– Do you celebrate Valentine's Day in your country?
– Oh, yes. On February 14th.

TRACK 36 | Two
– Is Independence Day on July 5th in the US?
– No, it's on the 4th of July.

TRACK 37 | Three
– When do you celebrate Labor Day in the US?
– Labor Day? The first Monday in February.

TRACK 38 | Four
– Do you celebrate Family Day in Canada?
– Yes. It's the third Monday in February.

TRACK 39 | EXERCISE 8 | A
Can I make an appointment?
– Good morning. Taylor & Clemens. This is Martin. May I help you?
– Good morning. This is Allison Stewart. I'd like to make an appointment with Mr. Taylor.
– Yes, Ms. Stewart. Mr. Taylor's next available appointment is Monday the 15th at 3 p.m. Is that good for you?
– No, I'm not free that day.
– Let's see. How about Tuesday the 16th at 10 o'clock?
– That's perfect. Thank you very much.
– You're welcome. Good-bye.

TRACK 40 | B
– Good afternoon. Kevin Garner speaking.
– Hi, Kevin. This is Tracy from Marketing.
– Hi, Tracy. What can I do for you?
– I'd like to talk to you about a new project. Are you available next week?
– Next week? Just a moment. How about Wednesday at 9 o'clock?
– That would be great. Let's meet in my office, OK?
– Sounds good. See you then.

CHAPTER 8: PRACTICE

TRACK 41 | EXERCISE 1 | One
Is there a parking lot near here?
– Excuse me. Is there a police station near here?
– Yes, there's one on Winslow Street.

TRACK 42 | Two
– Excuse me. Is there a post office near here?
– Yes, there's one on Washington Road.

TRACK 43 | Three
– What street is the theater on?
– It's on Pearson Street.

TRACK 44 | Four
– Is the museum on Concord Avenue?
– No, it's on Center Street.

TRACK 45 | Five
– Excuse me. Is there a parking lot near here?
– Yes, there are two. One is on the corner of 5th and Market Streets and the other is on Pearl Street.

TRACK 46 | EXERCISE 4 | A
How do I get to the station?
– Excuse me. How do I get to the train station from here?
– Go straight ahead on Summer Street to Main Street. Then turn left. Go straight on Main Street past the theater on your right until you see the station on your left.

TRACK 47 | B
– Excuse me. Where is the museum?
– Go straight on Blair Street to the corner of 8th and Walnut Streets. Then turn right. No, sorry. Don't turn right. Turn left on Walnut Street and go straight for one block. The museum is on the left.

CHAPTER 9: PRACTICE

TRACK 48 | EXERCISE 3 | A
How much is it?
– I like these sunglasses. How much are they?
– The black ones are $45. The white ones are $30. And these brown ones here are on sale for $39.
– How much are those?
– The gray ones? They're $170.
– Do you have any others?
– Yes, we have these models from Italy.

TRACK 49 | B
– May I help you?
– I like this watch. This one, right here.
– The silver one?
– Yes. How much is it?
– It's £3700.
– Oh, that's a little expensive. Do you have anything in a similar style, but at a lower price?

TRACK 50 | C

– So, what are you buying?
– Two pairs of shoes and these jeans. Oh, and some gloves.
– What, no handbag?
– Oh, yes, of course, a handbag. That one, there. Beautiful, isn't it?
– Yes, very nice. And how much does it all cost?
– The handbag is $498. The shoes are $98 a pair. The jeans are $59. And the gloves are $15.
– $498 for a handbag?

TRACK 51 | EXERCISE 10

Circle the words you hear

– How do you like the shoes?
– They're very comfortable. I'll take them.
– Great. I can help you right here. How would you like to pay for them?
– Cash, please. Here you go.
– Thank you. And five dollars and six cents is your change. Would you like your receipt in the bag?
– Yes, please.
– Here you are. Have a great day.

CHAPTER 10: PRACTICE

TRACK 52 | EXERCISE 5 | A

How may I help you?

– Meridian, Inc. This is Lucy. How may I help you?
– Hi, is Carrie Reid available?
– I'm sorry. She's away at the moment. May I take a message?
– Yes, this is Peter Miller. Please ask her to call me.

TRACK 53 | B

– Lansing Consulting, good morning. How may I direct your call?
– Hello. I'd like to speak to Mike Stratton.
– Mr. Stratton is out of the office today. Would you like his voicemail?
– No, thanks. I'll call him on his cell phone.

TRACK 54 | C

– Harrison Studios. This is Mary speaking.
– Hi. Could I speak to Laura Owens?
– I'm sorry. Ms. Owens is away from her desk.
– Is Jim Brooks available?
– I'm afraid not. He's out of town until Friday.

TRACK 55 | EXERCISE 8

What did Larry do last week?

Larry is a sales manager at Sanders & Sons. Last week, Larry was on vacation in Hawaii. He missed a lot of calls while he was out. His assistant, Sarah, talked to most of his clients and answered many of their questions. Some clients wanted to schedule an appointment. Others canceled or rescheduled their appointments. Larry was back in his office on Monday. When he checked his voice mail that day, there were over 60 messages! Of course, Larry returned all his clients' calls.

CHAPTER 11: PRACTICE

TRACK 56 | EXERCISE 5 | A

Circle the words you hear

– Cathy, would you like to go sailing with us?
– I'm sorry. I can't. I have to work.
– That's too bad. The weather is perfect today.
– I know. Maybe some other time.

TRACK 57 | B

– Cathy, Peter has to work, too, so we're going tomorrow instead. Would you like to come with us?
– I'd love to! Thanks.
– Great. I checked the weather report. The high tomorrow is in the 70s. A bit cooler than today, but very nice. Bring some warm clothes, OK?
– OK. What time are we leaving?
– We'll pick you up at 8 o'clock.

TRACK 58 | EXERCISE 9 | A

We're going away for a few days

– Are you going away for the weekend, Tina?
– Yes, we're going to a ski resort at Clark Mountain.
– That sounds exciting. When are you leaving?
– In a few hours.
– How's the weather in the mountains?
– The forecast is great. It snowed all week, so there's a lot of snow.

TRACK 59 | B

– So when are you coming back, Steve?
– In four days.
– Why aren't you staying longer?
– I have to be back at work on Thursday.
– That's too bad. Well, have a nice time at the beach.
– Thanks. See you Thursday!

1 Hi, I'm Eric Ross

Example: Philadelphia / this / is / ? ***Is this Philadelphia?***

1 . to / meet / you / nice

2. from / where / you / are / ?

3. city / from / you / what / are / ?

4. you / what / are / nationality / ?

5. are / me / . / excuse / Thomas / you / ?

2 Countries and nationalities

COUNTRY	NATIONALITY	COUNTRY	NATIONALITY	COUNTRY	NATIONALITY
England	***English***	France		U.S.A.	
Austria			Australian		German
Korea		Japan		Spain	
	Mexican	Canada			Brazilian

3 Numbers 0-10

1 . seven ***7***
2. nine
3. four
4. three
5. one
6. eight
7. zero
8. ten
9. six
10. five

4 What's your name?

1 . ____ My name is Sharon Coleman. ○ a. Good-bye. ○ b. Hello. ○ c. And you?

2. What's your ____ number? ○ a. nice ○ b. nationality ○ c. phone

3. My ____ is Juan Rivera. ○ a. first name ○ b. name ○ c. last name

4. Please call me ____. ○ a. back ○ b. message ○ c. mobile

5. Is ____ name Steven Bishop? ○ a. not ○ b. you ○ c. your

6. ____ you. ○ a. Thank ○ b. Please ○ c. What

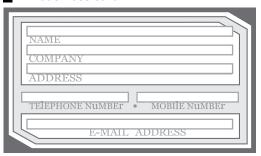
5 This is my address

1. Is this ______ home number?
2. What's your ______ number?
3. This is ______ office number.
4. What is your e-mail address, ______?
5. Is this a telephone number ______ a fax number?

an
or
your
please
phone

6 What's your phone number? (Tracks 1-3)

1. ______ 2. ______ 3. ______

7 A business card

What is your name?
What is your company's name?
What is your address?
What is your phone number?
What is your mobile phone number?
What is your e-mail address?

8 What's your first name?

Conversation A

[ ] No, it's not.
[1] Hello?
[ ] I'm sorry. Wrong number.
[ ] Is this 333-1290?

Conversation B

[ ] It's Phillip.
[ ] Yes, that's right.
[1] What's your first name?
[ ] Is that P-H-I-L-L-I-P?

9 How do you spell it? (Tracks 4-9)

1. ______ 2. ______ 3. ______
4. ______ 5. ______ 6. ______

1 Are they Japanese?

Examples: Armin is from Germany. ***He*** is from Munich.
Satoshi isn't from Japan. ***He's*** American.

1. Elena is not from Chile. ______ from Colombia.
2. – Is Marcos Brazilian? – Yes, ______.
3. Sheryl and I are from the U.S. ______ American.
4. – Are Paul and Sophie French? – No, ______ Swiss.
5. – Maria, are you and your husband from Spain? – No, ______ from Italy.

2 Who is it?

Examples: Mark is married. ***His*** wife is Jenny. *(he)*
Mark's wife is Jenny. *(Mark)*

1. This is Jennifer and this is ______ daughter Carole. *(she)*
2. ______ son is William. *(we)*
3. Olivia is my daughter, James is my son, and Julia is ______ friend. *(they)*
4. We have a cat. ______ name is Mittens. *(it)*
5. This is ______ family. *(Mary)*
6. Johannes and ______ wife are Austrian. *(he)*

3 Do you have green eyes?

Examples: – Do you have green eyes? – Yes, ***I do***. / No, ***I don't***.

1. – Does Sophie have long hair? – No, she ______.
2. – Do you have brown eyes? – Yes, we ______.
3. – Do you have a beard? – Yes, I ______.
4. – Do they have curly hair? – No, they ______.
5. – Do I have white hair? – No, you ______.
6. – Does Michael have glasses? – Yes, he ______.

4 Whose hair is black? (Tracks 10–11)

A. Henry's eyes are ______. He has ______, ______, black hair.

Henry has a moustache but doesn't have a ______.

5 ***and, or,* or *but?***

1 . Jeremy has a beard, ______ he doesn't have a moustache.

2. Eileen has red hair ______ green eyes.

3. Does Michael have curly hair ______ straight hair?

4. Do you ______ your sister have blue ______ green eyes?

6 **Numbers 20-100**

1 . sixteen	*16*	**3.** twenty		**5.** ninety-one		**7.** 39		**9.** 48	
2. eleven		**4.** forty		**6.** eighty-two		**8.** 56		**10.** 72	

7 **Opposites**

1 . tall	*d*	a. young
2. curly		b. adult
3. old		c. straight
4. long		**d. short**
5. single		e. black
6. white		f. boy
7. girl		g. short
8. child		h. married

8 **That's my daughter Lilly** (Track 12)

1 . Lilly is____years old.	a. 13	b. 30	c. 33
2. She has____hair.	a. red	b. black	c. brown
3. Lilly's mother has____eyes.	a. gray	b. blue	c. green

9 ***what, how, where, whose* or *who?***

1 . ______ old is your son?

2. ______ has red hair?

3. ______ does Lucy look like?

4. ______ are they from?

What
Whose
Who
How
Where

5. ______________ eyes are blue?

Answer Key

1 What is this?

a.

b.

c.

d.

e.

f.

g.

h.

i.

j.

1. tea *d*
2. juice ☐
3. lemon ☐
4. bottle ☐
5. coffee ☐
6. milk ☐
7. sugar ☐
8. juice ☐
9. water ☐
10. glass ☐

2 Coffee, please

☐ – How would you like it?
☐ – You're welcome.
☐ – Here you are.
1 – What would you like?
☐ – Thank you.
☐ – I'd like some coffee, please.
☐ – With milk, please.

3 What would you like? (Tracks 13–14)

A.

– What would you like for ______?
– I'd like a blueberry ______ and a ______ of orange ______.
– Would you like ______ or tea?
– Yes. Tea with ______ and sugar, please.

B.

– Would you like a ______ for lunch?
– No, I'd like a ______ sandwich with ______ fries. And you?
– I'd like ______ and a ______.

4 One cake or two cakes?

ONE	TWO OR MORE	ONE	TWO OR MORE	ONE	TWO OR MORE	ONE	TWO OR MORE
	apples	glass			cups	sandwich	
strawberry			bananas	cherry		pie	
egg		piece		lunch			grapes

5 Would Christine like some tea?

1. We don't have____vanilla ice cream. — a. some / b. a / c. any
2. My son would like____ice cream. — a. any / b. some / c. piece
3. Would you like____sandwich for lunch? — a. an / b. some / c. a
4. Jason eats____bowl of cereal for breakfast. — a. a / b. an / c. any
5. Would Virginia like a____of apple pie? — a. bowl / b. piece / c. cup
6. I'd like____apple juice, please. — a. some / b. a / c. any

6 Alice doesn't like grapes

Examples: you / eat / eggs / for / lunch / ?
Do you eat eggs for lunch?

Nicole / like / cheese / +
Nicole likes cheese.

Brad / eat / steak / -
Brad doesn't eat steak.

1. Mr. Lewis / drink / coffee / ?
2. you / like / green tea / ?
3. I / eat / fruit / for breakfast / –
4. We / drink / juice / with / dinner / +
5. Lisa / and / Jack / like / green beans / ?
6. David / eat / rice / ?

7 Customer and server

1. Would you like a salad with it?
2. May I take your order?
3. And to drink?
4. What does the chicken come with?
5. How many pieces would you like?
6. What kind of cake would you like ?

a. A glass of juice, please.
b. Just one, please.
c. No, I'd like French fries.
d. Chocolate, please.
e. Yes, I'd like the steak and potatoes.
f. Vegetables or a salad.

8 At the restaurant (Tracks 15–16)

		YES	NO
A.	1. The customer would like the steak with a salad.	○	○
	2. She likes green beans and broccoli.	○	○
B.	1. The customer would like cake for dessert.	○	○
	2. He drinks coffee with milk.	○	○

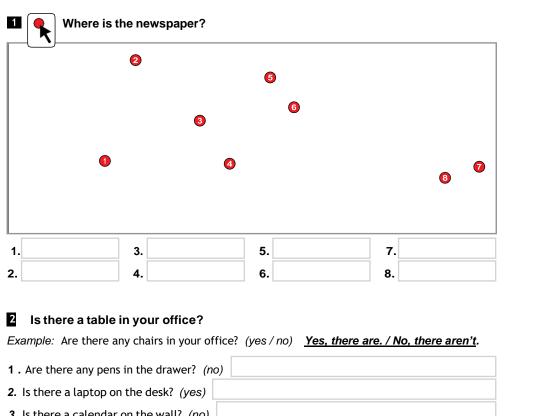
Answer Key

1 Where is the newspaper?

1.
2.
3.
4.
5.
6.
7.
8.

2 Is there a table in your office?

Example: Are there any chairs in your office? *(yes / no)* ***Yes, there are. / No, there aren't.***

1 . Are there any pens in the drawer? *(no)*

2. Is there a laptop on the desk? *(yes)*

3. Is there a calendar on the wall? *(no)*

4. Are there any drinks on the table? *(yes)*

5. Is there a desk in Martin's office? *(no)*

3 This is my office

in	are	on	next to	under	drawer

In my office there (1) two chairs. There is a printer (2) the table, but there is no paper (3) it. There are two books. They're in the desk (4) . There is a newspaper on the floor (5) the table. There is a key (6) the telephone.

4 Which one?

1 . The pens are the table. *(in / on)*

2. The book is the printer. *(in / on)*

3. The papers are the floor. *(on / under)*

4. The calendar is the wall.

5. The keys are *(in / on)* the

6. The phone is drawer. *(in / under)* the magazine. *(in / on)*

5 What are we doing?

Example: What is Mr. Davis eating? *(ice cream)* ***He's eating ice cream.***

1. What is Ms. Moore reading? *(the newspaper)*
2. What are you listening to, Bill? *(music)*
3. What is Patrick drinking? *(water)*
4. What are Ann and Amy writing? *(an e-mail)*
5. What are you teaching? *(Spanish)*
6. What are we answering? *(Michelle's questions)*

6 Who is reading?

ELENA BRIAN CELIA KATE LAURA

1. Elena is ______ ice cream.
2. Brian is ______ milk.
3. Celia is ______ a book.
4. Kate is ______ a card.
5. Laura is ______ TV.

7 What are they doing? (Tracks 17–21)

1. What is Helen doing?
2. What is Peter doing?
3. What is Rose doing?
4. What are Candice and her husband doing?
5. What are Isabel and Frank doing?

8 Which man is Mr. Brown?

1. Whose cell phone is that?
2. Which man is Daniel Foster?
3. How many computers are there in your office?
4. Who is the woman with the curly hair?
5. Are these documents the same?
6. Which notebooks are you reading?

a. He's the young man with the long hair.
b. I don't know.
c. No, they're different.
d. The two small, blue ones.
e. It's Julia's. She's in Mr. Blake's office.
f. There are two.

Answer Key

1 What time is it? (Tracks 22-27)

A. D.

B. E.

C. F.

1. 3. 5.

2. 4. 6.

2 Thanks anyway

1. It's 3:59. It's____4 o'clock. a. exactly b. just after c. almost
2. It's 11:03. It's____11 o'clock. a. exactly b. just after c. almost
3. It's 12:30____. It's lunchtime. a. at night b. in the evening c. in the afternoon

3 Do you have the time? (Tracks 28–31)

 1. It's____. a. 1:03 b. 1:13 c. 1:30

 2. It's____. a. 6:15 b. 7:15 c. 7:50

3. It's____. a. 11:45 b. 12:50 c. 12:15

4. It's____. a. 5:08 b. 8:05 c. 8:25

4 When do you wake up?

every	on	during	after

1. Wednesday is the day Tuesday.
2. Pam doesn't eat at home weekdays.
3. I wake up at 6:30 day.
4. Where is Andrew the day?

5 When do you wake up on weekends?

Example: It's 7:00. John is getting up. *(on weekends / 10:00)* ***On weekends John gets up at 10:00.***

1. Today is Sunday. I'm having breakfast in a café. *(during the week / at home)*
2. It's 10:30. Nora is waking up. *(on weekdays / 7:30)*
3. It's 8:00. We are getting dressed. *(every morning / 8:00)*

6 Where do you work?

1 . Michael is a ______ . He works in a school.
2. Maggie is a ______ . She works in a pharmacy.
3. Bill and Ed are engineers. They work in a ______ .
4. Alan is a ______ . He works in a bank.
5. Sheila is a doctor. She works in a ______ .
6. Judy is a ______ . She works at home.

hospital
factory
teacher
homemaker
banker
pharmacist

7 What is the question?

Example: Ellen works at a school. ***Where does Ellen work?***

1 . Bill and Ed work for Sterling Products.
2. We are engineers.
3. I get to work at 8:30.
4. Matthew works in a factory.
5. Dennis wakes up at 9:00 on weekends.

8 What do they do?

Example: We're engineers. We ***use*** computers every day for our work.

1 . Paul is a teacher. He ______ algebra.
2. I'm American. I ______ and work in Los Angeles.
3. Jean-Paul and Marie are Swiss. They ______ two languages: French and German.
4. Amy is a homemaker. She ______ at home.
5. A sales rep ______ clients every week.

Answer Key

9 Do you work long hours? (Tracks 32-34)

1 . Joanne works in a ______ . She is the manager there. She works from ______ to ______ six days a week.

2. Anthony is a ______ . He works every day ______ the week, but he doesn't work on ______ .

She works from to five days a week.

Answer Key

Answer Key

1 What month is this?

1 . January is the first month of the ______.

2. The month after March is ______.

3. ______ is the fifth month of the year.

4. The month before July is ______.

5. The month after ______ is October.

6. ______ is the eighth month of the year.

2 Ordinal numbers

Example: 1st ***first***

1 . 2nd ______

2. 30th ______

3. 21st ______

4. 3rd ______

5. 7th ______

6. 16th ______

3 When is Halloween? (Tracks 35-38)

1 . Valentine's Day ______

2. U.S. Independence Day ______

3. U.S. Labor Day ______

4. Family Day (Canada) ______

4 How long are you staying?

Example: Are you going home at 7:30? *(8:00)* ***No, I'm going home at 8:00.***

1 . Is Paul leaving next week? *(next month)*

2. Are you going home in the afternoon? *(evening)*

3. Are Mary and Linda leaving today? *(stay)*

4. Is Patricia coming back at 11:00? *(midnight)*

5. Are you staying here next week? *(leave)*

6. Is Janice going to London on Sunday? *(Dublin)*

5 We never work on weekends

1 . We usually____on weekends. — a. work / b. are working

2. Daniel____at 8:30 tonight. — a. leaves / b. is leaving

3. – Do you____meet clients in restaurants? – I_____do. — a. ever / rarely / b. never / usually

4. Ms. Clark usually____English with her colleagues. — a. speaks / b. is speaking

5.____out to eat this weekend? — a. Do you go / b. Are you going

6. Nathan and Roy____the office at 5 o'clock today. a. don't leave b. are not leaving

6 Paula is asking you

Example: Are you talking to Peter? *(yes)* ***Yes, I'm talking to him.***

1 . Is Mike meeting Ron today? *(no)*

2. Are you going to lunch with Sue and Mary? *(yes)*

3. Is your son watching TV with Helen? *(yes)*

4. Are you calling Brenda and Jack tonight? *(no)*

5. Is Mr. Nichols calling Matthew? *(no)*

6. Are you listening to Ruth and me? *(yes)*

7 Are you free tomorrow?

1 . Would you like to have lunch with us?
2. What's a good day for you?
3. Monday's good for me. 11 o'clock at the café?
4. I'd like to see Mr. Lane on Thursday.
5. Is Ms. Mills busy all day tomorrow?
6. Can we meet Wednesday?

a. Perfect. See you there!
b. I'm sorry. He's busy all day.
c. I'm afraid I can't today.
d. Let's see. Yes, Wednesday is fine.
e. I'm free on Friday.
f. No, she's free at 3 o'clock.

8 Can I make an appointment? (Tracks 39-40)

	YES	NO
A. 1 . The caller is making an appointment with Mr. Clemens.	○	○
2. Allison is free on Monday.	○	○
3. Mr. Taylor is available on Tuesday at 10 o'clock.	○	○
B. 1 . Tracy is meeting Kevin this week.	○	○
2. Kevin and Tracy are talking about a project.	○	○
3. The meeting next Wednesday is in Tracy's office.	○	○

9 Would you like to join us?

– Oh, that sounds great then!

– Thanks, I'd like that. But I don't speak Spanish.

1 – Are you going out on Saturday?

– I'm going out with some friends from Spain. Would you like to join us?

– But they speak very good English.

– I don't know. How about you?

Answer Key

1 Is there a parking lot near here? (Tracks 41–45)

1. The police _____ is on Winslow Street.
2. The _____ is on Washington Road.
3. The _____ is on Pearson Street.
4. The museum is on Center _____.
5. There is a parking lot on the _____ of 5th and Market Streets.

2 Where is the post office?

1. The police station is behind the _____.
2. The café is next to the _____.
3. The newsstand is next to the _____.
4. The hotel is _____ the parking lot.
5. The bank is _____ the restaurant and the park.
6. The taxi stand is _____ the station.

3 *from, to, on, for* or *of?*

1. Turn right _____ Rosewood Street.
2. How far is it _____ here _____ the park?
3. The bus stop is in front _____ the bank.
4. Marisol is waiting _____ the bus.

4 How do I get to the station? (Tracks 46-47)

A. – Excuse me. How do I get to the train station?

– Go _____ ahead on Summer Street _____ Main Street. Then turn _____.
Go straight on Main Street _____ the theater on your _____ until you see the station on your _____.

B. – Where is the museum?

– Go straight on Blair Street to the _____ of 8th and Walnut Streets. Then turn _____.
No, sorry. Don't turn right. Turn left on _____ Street and go straight for one _____.
_____

The   is on the left.

Answer Key

5 How are we getting to Boston?

a.

b.

c.

d.

e.

f.

g.

h.

1. f by taxi
2. ___ by plane
3. ___ by car
4. ___ by subway
5. ___ by train
6. ___ on foot
7. ___ by bus
8. ___ by bike

6 I usually go by train

Example: Do you ever ***go*** to Madrid on business trips?

1. Eric always ______ to work.
2. Which bus are you ______ for?
3. No, I never take the subway to work. I usually ______ or drive.
4. In July the Fords are ______ to Tokyo from New York.
5. When are you ______ to the airport, Mike?

driving
walk
flying
go
bikes
waiting

7 Where do I get off?

- ___ – Great. And where do I get off?
- ___ – OK. Thank you very much.
- ___ – At Jefferson Street. It's nine or ten blocks from here.
- 1 – Excuse me. How do I get to the National Theater?
- ___ – You can take the number 8 bus. The stop is right over there.

8 Are you taking the bus?

1. We're getting____the bus at South Street, right? ○ a. off ○ b. in
2. To get to City Hall, go three____on the Red Line. ○ a. lines ○ b. stops
3. Jerry is getting____the taxi with his wife. ○ a. off ○ b. into
4. The____47 bus goes to the library. ○ a. number ○ b. line
5. Don't get____that bus. It's not going downtown. ○ a. into ○ b. on

6. Is Ellen____a business trip this week? a. in b. on

Answer Key

1 At the gift shop

anything else
gifts
I'm looking for
may I help you
sales clerk
stamps
do you sell
I'm just looking
is shopping for

1. – Hi, ***may I help you***? – No, thanks. ____________.
2. Excuse me, ____________ aspirin?
3. The postcards are over here. Do you need ____________, too?
4. Here you are. Would you like ____________?
5. – May I help you? – Yes, ____________ a sweatshirt.
6. Paul ____________ souvenirs.
7. – Do they sell perfume? – I don't know. Let's ask the ____________.
8. – Who are these ____________ for? – They're for my children.

2 *a lot of, much, many, a few* or *a little*?

1. – How ____________ stamps do you need? – Just ____________.
2. Do you buy ____________ souvenirs when you travel?
3. – Do you eat chocolate? – Yes, but not very ____________.
4. I have ____________ time before my meeting. Let's have a cup of coffee.
5. – Do you sell perfume? – Yes, but we only have ____________ bottles.
6. We don't have ____________ juice. We need to buy some.

3 How much is it? (Tracks 48-50)

A. 1. The white sunglasses cost____. ○ a. $30 ○ b. $13 ○ c.$39
2. The gray ones cost____. a. $45 b. $170 c. $107

B. 1. The man is____a watch. ○ a. selling b. buying ○ c. looking at
2. It isn't____. ○ a. expensive b. much ○ c. cheap

C. 1. The woman is buying two pairs of____. ○ a. jeans ○ b. gloves ○ c. shoes
2. They cost____a pair. ○ a. $98 ○ b. $15 ○ c. $59

4 *one* or *ones*?

Example: — Which watch is expensive? – The gold ***one***.

1. – Which dress would you like? – The blue ____________.
2. – These shoes are pretty. – Which ____________?
3. – Do you like this handbag? – Not really. I like the small ____________.
4. – Are you shopping for gloves? – Yes, I need some good ____________ for my trip to Alaska.

5 What are they wearing?

1. Mr. Morgan is wearing his gray ______ today. *(handbag / jacket)*
2. I'm wearing a new pair of ______. *(pants / sweaters)*
3. Is Mark's ______ white? *(shirt / blouse)*
4. How much are the women's ______? *(sweaters / dress)*

6 How does it fit?

– Excuse me, can I (1) ______ these pants on?
– Yes, (2) ______. The (3) ______ are over there.

– How does the sweater (4) ______?
– It's a little too big. I think I need to try it (5) ______.
– I'm sorry, (6) ______ of that size.

of course
we're out
try
fit
in a medium
fitting rooms

7 Is it too big or not big enough?

Example: I don't like this dress. It's ***too*** short. *(short enough / too short)*

1. These shoes are ______. I need a size 10. *(too small / small enough)*
2. Billy isn't ______ for these pants. They're too long. *(too tall / tall enough)*
3. I'm not buying this watch. It's ______. *(not expensive enough / too expensive)*
4. These shorts fit. I think they're ______. *(big enough / too big)*

8 Do you have this coat in a smaller size?

Example: I'd like to try a ***larger*** pair. These are too small. *(large)*

1. These pants fit great. They're a lot ______ than those. *(short)*
2. This store is ______ than the one we usually go to. *(cheap)*
3. This blouse fits ______ than the first one. *(bad)*
4. Take this map. It's ______ than that one, and it's a ______ price, too. *(big / good)*

9 *more* or *less*?

1. I like these shoes. They're ______ comfortable than those.
2. Silver is ______ expensive than gold.
3. Jill only shops in small stores. They're ______ interesting than department stores.

10 Check the words you hear (Track 51)

1. ☐ good ☐ comfortable
2. ☐ take ☐ buy
3. ☐ pay for ☐ pay with
5. ☐ euro ☐ dollars
6. ☐ money ☐ change
7. ☐ receipt ☐ check

4.	cash	credit card	**8.**	handbag	bag

Answer Key

1 Sorry, wrong number

1. You have the wrong number.
2. Hi, can I speak to John Wilson?
3. Can you hold, please?
4. May I ask who's calling?
5. Are you on hold?

a. Yes, I'm waiting for Ed Ferguson.
b. Sure.
c. I'm sorry. He's on another line.
d. This is Steve Kraft from Dilex International.
e. Sorry about that.

Answer Key

2 Why are you calling?

Example: I'm calling the dentist. I'd like to make an appointment.

I'm calling the dentist to make an appointment.

1. Helen is going to the office this weekend. She needs to work.
2. Paul is meeting his boss. They want to discuss the new sales strategy.
3. Joan is flying to Los Angeles. She's meeting a new client.

3 Which words go together?

Example: call	☐ a. an appointment	✓ b. a colleague	✓ c. a client
1. cancel	☐ a. a meeting	☐ b. the line	☐ c. the dinner
2. change	☐ a. an appointment	☐ b. the date	☐ c. a client
3. confirm	☐ a. the date	☐ b. the meeting	☐ c. the time
4. schedule	☐ a. an appointment	☐ b. a number	☐ c. a time to meet

4 Can I take a message?

A. *What should I ask Mr. Jones?*

Example: Can he call me back? — ***Please ask him to call me back.***

1. Can he confirm the appointment?
2. Can he meet me at the office?

B. *What should I tell him?*

Please tell him

1. He needs to cancel the trip.
2. I need to reschedule the meeting.
3. He shouldn't call after 4 p.m.

5 How may I help you? (Tracks 52-54)

A. – Hi, is Carrie Reid (1) ______?
– I'm sorry. She's (2) ______ at the moment. May I (3) ______?
– Yes, this is Peter Miller. Please ask her to call me.

B. – Hello, I'd like to (1) ______ Mike Stratton.
– Mr. Stratton is (2) ______ today. Would you like his voice-mail?
– No, thanks. I'll call him on his cell phone.

C. – Hi. Could I speak to Laura Owens?
– I'm sorry. Ms. Owens is (1) ______ from her desk.
– Is Jim Brooks available?
– I'm afraid not. He's (2) ______ until Friday.

6 *was* or *were*?

Example: Charles and his boss ***were*** in Miami last week.

1. Richard and I ______ sick on Monday.
2. – ______ Linda a manager? – No, she ______.
3. – Where ______ you last week? – I ______ on vacation.
4. – Who ______ on the phone? – It ______ Carole.
5. – ______ your children here last month? – No, they ______.

7 Past tense: regular verbs

Example: – When ***did*** Bill ***work***? – He ***worked*** yesterday. *(work)*

1. – What ______ Janet ______ yesterday? – She ______ her clients' calls. *(do / return)*
2. – How many people ______ you ______ last week? – I ______ twenty people. *(call)*
3. – ______ you ______ my question? – No, I ______. *(answer)*
4. – Who ______ the meeting? – Scott ______. *(cancel)*
5. – Who ______ Mr. Barber ______ to? – He ______ to his wife. *(talk)*
6. – ______ I ______ any calls? – Yes, you ______ five calls. *(miss)*

8 What did Larry do last week? (Track 55)

1. Larry ○ a. was on vacation last week. ○ b. was on a business trip last week.
2. He ○ a. missed his clients. ○ b. missed a lot of calls.
3. Sarah ○ a. talked to his clients. ○ b. asked a lot of questions.

4.	She	a. answered many of their questions.	b. rescheduled her appointment.
5.	Larry	a. was back at work on Monday.	b. was in Hawaii on Monday.
6.	He	a. checked his e-mail.	b. checked his voice mail.
7.	There	a. was a message for him.	b. were many messages for him.
8.	Larry	a. returned his clients' calls.	b. rescheduled his appointments

1 What's the weather like in Toronto?

cloudy
rainy
snowy
windy
sunny

1 .It's usually hot and ______ in summer.
2. In fall, the weather is often ______ and ______.
3. On rainy days, the sky is ______ all day.
4. January is usually a cold and ______ month.

2 How warm is it?

1 . Yesterday's high in Rome was 35˚C. ☐
2. It was only 14˚C in London. ☐
3. It's warmer in Dublin today. ☐
4. It's snowing in Moscow. How cold is it? ☐

a. It's 20˚C.
b. It's -10˚C.
c. It was hot and sunny.
d. It was cool.

3 What do you like to do in the spring?

1 . My favorite season is ______. I like to ski and to snowboard.
2. John and I like to sail when it's hot. We usually go sailing in the ______.
3. Peter likes to play golf, but not in the rain. He rarely plays in the ______.
4. I like to play tennis in the ______. It's not too hot, then.

4 I do, too!

Examples: Peter likes to go swimming. *(Jane +)* ***Jane does, too.***
Kim isn't playing soccer. *(I —)* ***I'm not, either.***

1 . I didn't go skiing last winter. *(Paul —)* ______
2. The Watsons are going to Athens in spring. *(the Fishers +)* ______
3. Mark doesn't like to play golf. *(Beth —)* ______
4. We don't travel much in the winter. *(we —)* ______
5. Sandra likes hot and sunny weather. *(her children +)* ______
6. Henry is not running this weekend. *(I —)* ______

5 Check the words you hear (Tracks 56-57)

A. 1 . ☐ swimming ☐ sailing
2. ☐ I'm sorry. I can't. ☐ Sure!
3. ☐ Sounds good. ☐ That's too bad.

B. 1 . ☐ I'd like that. ☐ I'd love to!
2. ☐ weather report ☐ sales report
3. ☐ warm clothes ☐ swimsuit

6 Let's go for a drive!

Example: The Bennetts ***are going for a walk in the park***. *(walk / park)*

1 . David and Vicky ______. *(drive / countryside)*
2. Chris likes to ______. *(bike ride / mountains)*
3. Tomorrow, we ______. *(run / park)*
4. Let's ______. *(swim / ocean)*

7 Let's eat out

play
staying home
go out
what's playing

1 . It's Friday night, let's ______!
2. – Do you want to go to the library? – Sure, ______?
3. I'd like to see a ______. How about Romeo and Juliet?
4. – Are you going out tonight? – No. I'm ______.
5. We're going ______ tomorrow.

8 What are you doing this weekend?

1 . Are you doing____tomorrow? a. anything b. nothing
2. Isn't there_____interesting on TV? a. something b. anything
3. Why don't we do____tonight? a. something b. nothing
4._____is open at this hour. a. Nothing b. Something
5. There's____good playing at the Prince Theater. a. anything b. something
6. There's____to do! a. anything b. nothing

9 We're going away for a few days (Tracks 58-59)

A. 1. Where is Tina going? ______
2. When is she leaving? ______
3. How is the weather in the mountains? ______

B. 1. Where is Steve going? ______
2. Is he coming back tomorrow? ______
3. Why isn't he staying longer? ______

CHAPTER 1

Exercise 1
1. Nice to meet you. **2.** Where are you from? **3.** What city are you from? **4.** What nationality are you? **5.** Excuse me. Are you Thomas?

Exercise 2

COUNTRY	NATIONALITY
England	**English**
Austria	**Austrian**
Korea	**Korean**
Mexico	Mexican

COUNTRY	NATIONALITY
France	**French**
Australia	Australian
Japan	**Japanese**
Canada	**Canadian**

COUNTRY	NATIONALITY
U.S.A.	**American**
Germany	German
Spain	**Spanish**
Brazil	Brazilian

Exercise 3
1. 7 **2.** 9 **3.** 4 **4.** 3 **5.** 1 **6.** 8 **7.** 0 **8.** 10 **9.** 6 **10.** 5

Exercise 4
1. b **2.** c **3.** b **4.** a **5.** c **6.** a Return to questions

Exercise 5

1. your **2.** phone **3.** an **4.** please **5.** or

Exercise 6
1. 885-9034 **2.** 623-7160 **3.** 518-9634

Exercise 7
Answers will vary.

Exercise 8
A.
(1) – Hello?
(2) – Is this 333-1290?
(3) – No, it's not.
(4) – I'm sorry. Wrong number.

B.
(1) – What's your first name?
(2) – It's Phillip.
(3) – Is that P-H-I-L-L-I-P?
(4) – Yes, that's right.

Exercise 9
1. Cordero **2.** Fitzgerald **3.** Okumura **4.** Sebastian **5.** Yolande **6.** Likhatchev Return to questions

CHAPTER 2

Exercise 1
1. She's / She is **2.** he is **3.** We're / We are **4.** they're / they are **5.** we're / we are

Exercise 2
1. her **2.** Our **3.** their **4.** Its **5.** Mary's **6.** his

Exercise 3
1. doesn't **2.** do **3.** do **4.** don't **5.** don't **6.** does

Exercise 4
A. blue; short; curly; beard **B.** long; blond; green; has Return to questions

Exercise 5
1. but **2.** and **3.** or **4.** and; or

Exercise 6
1. 16 **2.** 11 **3.** 20 **4.** 40 **5.** 91 **6.** 82 **7.** thirty-nine **8.** fifty-six **9.** forty-eight **10.** seventy-two

Exercise 7
1. d **2.** c **3.** a **4.** g **5.** h **6.** e **7.** f **8.** b

Exercise 8
1. a **2.** a **3.** c

Exercise 9
1. How **2.** Who **3.** What **4.** Where **5.** Whose Return to questions

CHAPTER 3

Exercise 1
1. d **2.** c **3.** g **4.** i **5.** b **6.** a **7.** j **8.** f **9.** h **10.** e

Exercise 2
(1) — What would you like?
(2) — I'd like some coffee, please.
(3) — How would you like it?
(4) — With milk, please.
(5) — Here you are.
(6) — Thank you.
(7) — You're welcome.

Exercise 3
A. breakfast; muffin; glass; juice; coffee; milk **B.** hamburger; chicken; French; soup; salad

Exercise 4

ONE	TWO OR MORE	ONE	TWO OR MORE	ONE	TWO OR MORE	ONE	TWO OR MORE
apple	apples	glass	**glasses**	**cup**	cups	sandwich	**sandwiches**
strawberry	**strawberries**	**banana**	bananas	cherry	**cherries**	pie	**pies**
egg	**eggs**	piece	**pieces**	lunch	**lunches**	**grape**	grapes

Return to questions

Exercise 5
1. c **2.** b **3.** c **4.** a **5.** b **6.** a

Exercise 6
1. Does Mr. Lewis drink coffee? **2.** Do you like green tea? **3.** I don't eat fruit for breakfast. **4.** We drink juice with dinner. **5.** Do Lisa and Jack like green beans? **6.** Does David eat rice?

Exercise 7
1. c **2.** e **3.** a **4.** f **5.** b **6.** d

Exercise 8
A. **1.** no **2.** yes **B.** **1.** no **2.** no Return to questions

CHAPTER 4

Exercise 1
1. printer **2.** calendar **3.** computer **4.** cell phone / mobile phone **5.** clock **6.** lamp **7.** desk **8.** pencil

Exercise 2
1. No, there aren't. **2.** Yes, there is. **3.** No, there isn't. **4.** Yes, there are. **5.** No, there isn't.

Exercise 3
1. are **2.** on **3.** in **4.** drawer **5.** under **6.** next to

Exercise 4
1. on **2.** on **3.** on **4.** on **5.** in **6.** on Return to questions

Exercise 5

1. She's reading the newspaper. **2.** I'm listening to music. **3.** He's drinking water. **4.** They're writing an e-mail. **5.** I'm teaching Spanish. **6.** We're answering Michelle's questions.

Exercise 6
1. eating **2.** drinking **3.** reading **4.** writing **5.** watching

Exercise 7
1. She's writing an e-mail. **2.** He's sitting at his desk. **3.** She's answering Jim's question.
4. They're learning Japanese. **5.** They're speaking to the new client.

Exercise 8
1. e **2.** a **3.** f **4.** b **5.** c **6.** d Return to questions

CHAPTER 5

Exercise 1
1. d **2.** a **3.** f **4.** e **5.** b **6.** c

Exercise 2
1. c **2.** b **3.** c

Exercise 3
1. b **2.** a **3.** c **4.** b

Exercise 4
1. after **2.** on **3.** every **4.** during

Exercise 5
1. During the week I have breakfast at home. **2.** On weekdays Nora wakes up at 7:30.
3. Every morning we get dressed at 8:00. Return to questions

Exercise 6
1. teacher **2.** pharmacist **3.** factory **4.** banker **5.** hospital **6.** homemaker

Exercise 7

1. What company do Bill and Ed work for? **2.** What do you do? **3.** What time do you get to work?
4. Where does Matthew work? **5.** What time does Dennis wake up on weekends?

Exercise 8
1. teaches **2.** live **3.** speak **4.** works **5.** meets Return to questions

Exercise 9
1. restaurant; 6:00 p.m.; 2:00 a.m. **2.** pharmacist; during; weekends
3. assistant; London; German; 9 am; 5 pm Return to questions

CHAPTER 7

Exercise 1
1. year **2.** April **3.** May **4.** June **5.** September **6.** August

Exercise 2
1. second **2.** thirtieth **3.** twenty-first **4.** third **5.** seventh **6.** sixteenth

Exercise 3
1. February 14th **2.** July 4th (*or* 4th of July) **3.** first Monday in September **4.** third Monday in February

Exercise 4
1. No, he's leaving next month. **2.** No, I'm / we're going home in the evening. **3.** No, they're staying today. **4.** No, she's coming back at midnight. **5.** No, I'm / we're leaving next week. **6.** No, she's going to Dublin on Sunday.

Exercise 5
1. a **2.** b **3.** a **4.** a **5.** b **6.** b Return to questions

Exercise 6

1. No, he's not meeting him today. **2.** Yes, I'm / we're going to lunch with them. **3.** Yes, he's watching TV with her. **4.** No, I'm / we're not calling them tonight. **5.** No, he's not calling him. **6.** Yes, I'm / we're listening to you.

Exercise 7
1. c **2.** e **3.** a **4.** b **5.** f **6.** d

Exercise 8
A. 1. no **2.** no **3.** yes **B. 1.** no **2.** no **3.** yes

Exercise 9
(1) — Are you going out on Saturday?
(2) — I don't know. How about you?
(3) — I'm going out with some friends from Spain. Would you like to join us?
(4) — Thanks, I'd like that. But I don't speak Spanish.
(5) — But they speak very good English.
(6) — Oh, that sounds great then! Return to questions

CHAPTER 8

Exercise 1
1. station **2.** post office **3.** theater **4.** Street **5.** corner

Exercise 2
1. post office **2.** train station **3.** park **4.** across from **5.** between **6.** in front of

Exercise 3
1. on **2.** from; to **3.** of **4.** for

Exercise 4
A. straight; to; left; past; right; left **B.** corner; right; Walnut; block; museum Return to questions

Exercise 5
1. f **2.** d **3.** c **4.** g **5.** h **6.** a **7.** e **8.** b

Exercise 6
1. bikes **2.** waiting **3.** walk **4.** flying **5.** driving

Exercise 7
(1) — Excuse me. How do I get to the National Theater?
(2) — You can take the number 8 bus. The stop is right over there.
(3) — Great. And where do I get off?
(4) — At Jefferson Street. It's nine or ten blocks from here.
(5) — OK. Thank you very much.

Exercise 8
1. a **2.** b **3.** b **4.** a **5.** b **6.** b Return to questions

CHAPTER 9

Exercise 1
1. I'm just looking **2.** do you sell **3.** stamps **4.** anything else **5.** I'm looking for **6.** is shopping for **7.** sales clerk **8.** gifts

Exercise 2
1. many; a few **2.** a lot of *or* many **3.** much **4.** a little **5.** a few **6.** much *or* a lot of

Exercise 3
A. 1. a. **2.** b **B. 1.** c **2.** c **C. 1.** c. **2.** a

Exercise 4
1. one **2.** ones **3.** one **4.** ones Return to questions

Exercise 5

1. jacket **2.** pants **3.** shirt **4.** sweaters

Exercise 6
1. try **2.** of course **3.** fitting rooms **4.** fit **5.** in a medium **6.** we're out

Exercise 7
1. too small **2.** tall enough **3.** too expensive **4.** big enough

Exercise 8
1. shorter **2.** cheaper **3.** worse **4.** bigger; better

Exercise 9
1. more **2.** less **3.** more

Exercise 10
1. comfortable **2.** take **3.** pay for **4.** cash **5.** dollars **6.** change **7.** receipt **8.** bag Return to questions

CHAPTER 10

Exercise 1
1. e **2.** c **3.** b **4.** d **5.** a Return to questions

Exercise 2
1. Helen is going to the office this weekend to work. **2.** Paul is meeting his boss to discuss the new sales strategy. **3.** Joan is flying to Los Angeles to meet a new client.

Exercise 3
1. a; c **2.** a; b **3.** a; b; c **4.** a; c

Exercise 4
A. 1. Please ask him to confirm the appointment. **2.** Please ask him to meet me at the office.
B. 1. Please tell him to cancel the trip. **2.** Please tell him (that) I need to reschedule the meeting.
3. Please tell him not to call after 4 p.m. *Or:* Please tell him (that) he shouldn't call after 4 p.m.
Return to questions

Exercise 5
A. 1. available **2.** away **3.** take a message **B. 1.** speak to **2.** out of the office **C. 1.** away **2.** out of town

Exercise 6
1. were **2.** Was; wasn't **3.** were; was **4.** was; was **5.** Were; weren't

Exercise 7
1. did; do; returned **2.** did; call; called **3.** Did; answer; didn't **4.** canceled; did **5.** did; talk; talked
6. Did; miss; missed

Exercise 8
1. a **2.** b **3.** a **4.** a **5.** a **6.** b **7.** b **8.** a Return to questions

CHAPTER 11

Exercise 1
1. sunny **2.** windy; rainy **3.** cloudy **4.** snowy

Exercise 2
1. c **2.** d **3.** a **4.** b

Exercise 3
1. winter **2.** summer **3.** fall (*or* autumn) **4.** spring

Exercise 4
1. Paul didn't, either. **2.** The Fishers are, too. **3.** Beth doesn't, either. **4.** We don't, either. **5.** Her children do, too. **6.** I'm not, either.

Exercise 5
A. 1. sailing **2.** I'm sorry, I can't. **3.** That's too bad. **B. 1.** I'd love to! **2.** weather report **3.** warm clothes
Return to questions

Exercise 6
1. are going for a drive in the countryside **2.** go for a bike ride in the mountains **3.** are going for a run in the park **4.** go for a swim in the ocean

Exercise 7
1. go out **2.** what's playing **3.** play **4.** staying home **5.** playing

Exercise 8
1. a **2.** b **3.** a **4.** a **5.** b **6.** b

Exercise 9
A. 1. She's going to a ski resort. **2.** She's leaving in a few hours. **3.** The weather in the mountains is great. (It snowed all week.) **B. 1.** He's going to the beach. **2.** No, he's coming back in four days. **3.** He has to be back at work on Thursday. Return to questions

Chapter Summary Reading Comprehension

CHAPTER 1

1. a **2.** b **3.** c **4.** b Return to questions

CHAPTER 2

1. They have three children. **2.** Their names are Diana, David and Olivia. **3.** She's 15 years old. **4.** Olivia has long, light brown hair. **5.** She's 7 years old. **6.** David is 12 years old. Return to questions

CHAPTER 3

1. b **2.** c **3.** b **4.** c **5.** a **6.** b Return to questions

CHAPTER 4

1. c **2.** b **3.** a **4.** b **5.** c **6.** b Return to questions

CHAPTER 5

1. is having; has **2.** is going to work; goes to work **3.** is talking; talks **4.** is eating lunch; eats lunch **5.** is going home; goes home **6.** is going to bed; goes to bed Return to questions

CHAPTER 7

Answer
1. He'd like to see Ms. Adams. **2.** She's busy all morning. **3.** She's available this afternoon. **4.** He can see her at 2:00 today.

Writing
1. Who would he like to see? **2.** Who does she have appointments with? **3.** When is Ms. Adams free? **4.** What time is she available? Return to questions

CHAPTER 8

1. Turn left after the train station. **2.** From Chestnut Street, turn right onto Walnut Street. **3.** On Walnut Street, go one block. **4.** Turn left onto Grove Street. **5.** Turn left when you get to Fairview Boulevard. **6.** From Fairview Boulevard., turn right at the second light. **7.** The party is at the third house on the block. **8.** The house is on the right. Return to questions

CHAPTER 9

Complete the sentences
1. c **2.** b **3.** a **4.** b **5.** a

Writing
Possible Questions: **1.** What is Mrs. Miller buying? **2.** Who is she buying a gift for? **3.** How much does the necklace cost? **4.** What is she buying to go with the necklace? **5.** How is she paying for the items?

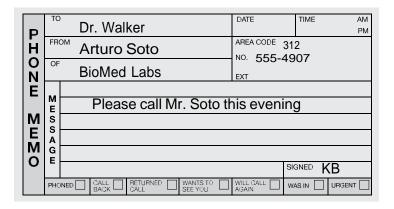
CHAPTER 10

PHONE MEMO

TO Dr. Walker	DATE	TIME AM PM
FROM Arturo Soto	AREA CODE 312	
OF BioMed Labs	NO. 555-4907 EXT	

MESSAGE
Please call Mr. Soto this evening

SIGNED KB

PHONED ☐ CALL BACK ☐ RETURNED CALL ☐ WANTS TO SEE YOU ☐ WILL CALL AGAIN ☐ WAS IN ☐ URGENT ☐

Answer
1. He didn't take the call, because he was in a meeting. **2.** He was busy in the afternoon.

Return to questions

CHAPTER 11

Answer
1. c **2.** c **3.** a **4.** b **5.** c

Writing
Answers will vary.

Return to questions